

# **A Study of the Security Officer**

April 2002

Conducted for the  
  
Commonwealth of Virginia,  
Department of Criminal Justice Services

Prepared by:

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# Executive Summary

The job analysis (JA) described in this report was conducted for the Commonwealth of Virginia's Department of Criminal Justice Services-Private Security Services Section (VAPSSS). In 2002, Schroeder Measurement Technologies, Inc (SMT) worked with VAPSSS to develop a plan to determine the important and frequently performed attributes of the Registered Armed (RA) and Certified Unarmed (CU) Security Officers.

The Commonwealth of Virginia appointed an Advisory Committee (AC) of content experts to assist SMT in this role delineation. The AC was responsible for the following survey development tasks:

1. Developing a survey delineating the roles of the RA and CU.
2. Identifying appropriate demographic questions to describe the population of practitioners.
3. Identifying an appropriate sampling plan
4. Developing tasks that describe the work behaviors

After the draft survey was completed, it was sent to the VAPSSS for review prior to final distribution. The goal was to review the survey for clarity, punctuation, and grammar errors. After the VAPSSS review, a conference call was conducted to resolve any outstanding issues. Subsequently the surveys were printed for distribution.

Surveys were mailed to a random sample of 1,400 security officers. Of the 1,400 security officers, 500 surveys were mailed to RA officers and 900 surveys were mailed to CU officers. A total of 149 surveys were returned due to incorrect addresses, making the corrected sample total 1,251. Of the 1,251 surveys 295 were completed by respondents. This resulted in an overall return rate of 24% for both groups (30% for RA and 15% for CU). These numbers represent a sufficient number of respondents to conduct subsequent analyses.

Over 98% of the respondents indicated that the survey either completely or adequately covered the important tasks of the RA and CU profession. Reliability estimated for both the instrument and respondents were calculated. The resulting reliability estimates were high. This indicates that if the same instrument was used with a different sample from the same population, the survey results would likely be very similar.

The results of the survey analyses were presented to the AC for consideration. The goal of the second meeting was to establish task exclusion criteria. Of the original 150 tasks, 4 tasks were excluded (26, 50, 51, and 93). In addition, Task 3 did not originally meet the criteria for inclusion, but the committee believed that the task was not worded well. It

was subsequently included in the final content outline. Two additional tasks were added to the final content outline based on respondent comments, resulting in a 148 task content outline.

Finally, the AC made recommendations for the number of training hours required for each major content area.

# Introduction

The job analysis (JA) described in this report was conducted for the Commonwealth of Virginia's Department of Criminal Justice Services-Private Security Services Section (VAPSSS). In 2002, Schroeder Measurement Technologies, Inc (SMT) worked with VAPSSS to develop a plan to determine the important and frequently performed attributes of the Registered Armed (RA) and Certified Unarmed (CU) Security Officers.

The VAPSSS appointed an advisory committee (AC) to assist SMT with content. Prior to the meeting, SMT reviewed security officer related documents. These included job performance appraisals, security officer training materials, legal descriptions of curriculum, and job descriptions. This resulted in a draft task list that was presented to the AC during the first meeting. The AC reviewed and modified that task list to reflect current practice of security officers.

After the survey was completed, it was distributed to a random sample of practitioners. Returned surveys were tabulated. Data were analyzed to determine which tasks were performed with a certain level of frequency and tasks that were relatively more important. The Survey can be found in Appendix A.

# Methods

## Advisory Committee

The AC was formed to provide content expertise throughout the process. The members of the AC were experts in the fields of RA and CU security officers. SMT and the VAPSSS are grateful to them for volunteering their time and providing their expertise. Below is listed the names of the AC members.

### Name

John H. Hughett Jr.  
Richard Hitt  
Keynon Ming  
Robbie Robertson  
Chuck Tobin  
Lisa Hahn (Commonwealth Representative)  
Robert Hood(Commonwealth Representative)

The AC responsibilities included the following:

1. Provide background information about the profession
2. Review task list
3. Develop a rating scale
4. Develop demographic questions
5. Develop a sampling plan
6. Develop task exclusion criteria

## Rating Scale

The rating scale used for the survey was: How important is the task to the practice of the security officer?

- 0 = Not performed
- 1 = Minimal Importance
- 2 = Below Average Importance
- 3 = Average Importance
- 4 = Above Average Importance
- 5 = Extreme Importance

## **Demographic Questions**

Demographic questions serve two purposes. First, they are used to evaluate the adequacy of the sample. The AC reviewed data and determined that the sample was representative. Second, certain demographic questions were used to conduct subgroup analyses to identify any potential differences between subgroups. The demographic information collected for this survey included demographic information on:

1. Security Officer Category
2. Years Experience
3. Level of Education
4. Region
5. Primary Work Setting
6. Previous Law Enforcement Experience
7. Gender
8. Ethnic Background

Questions one (security officer category) and two (Years Experience) were used to conduct subsequent sub group analyses.

## **Sample Selection**

Surveys were mailed to a random sample of 1,400 security officers. Of the 1,400 security officers, 500 surveys were mailed to RA officers and 900 surveys were mailed to CU officers.

# Results

## Return Rate

Surveys were mailed to a random sample of 1,400 security officers. Of the 1,400 security officers, 500 surveys were mailed to RA officers and 900 surveys were mailed to CU officers. A total of 149 surveys were returned due to incorrect addresses, making the corrected sample total 1,251. Of the 1,251 surveys 295 were completed by respondents. This resulted in an overall return rate of 24% for both groups (30% for RA and 15% for CU).

## Scale and Respondent Reliability Estimates

Two Reliability estimates were calculated to evaluate the amount of error associated with the survey and the respondents. To evaluate the instrument, a statistic known as coefficient alpha was calculated. Higher values (e.g., greater than .90) reflect lower error with a maximum theoretical value of 1.0. These estimates are affected by the number of questions and the number of respondents. For the survey, all content areas had reliability estimates that were greater than .90, which suggests limited error. A second reliability statistic known as an intraclass correlation was calculated for all content areas. All but one of the 8 content areas had reliability estimates greater than .90. The one category that had a lower value only had four questions, indicating there are a limited number of questions, which results in no interpretability. Table 1 below presents this data.

Table 1. Reliability Estimates

Content Area	N items	N Respondents	Scale Reliability	Respondent Reliability
1. Access Control	32	118	.96	.92
2. Security Patrol	30	170	.97	.93
3. <i>Defensive Procedures*</i>	4	259	.95	.67
4. Emergency Procedures	13	214	.91	.93
5. Communication	14	196	.95	.96
6. Legal Aspects	21	222	.97	.92
7. Report Writing	10	257	.95	.95
8. Firearms	26	131	.98	.93
TOTAL	150	52	.99	.82

*\*Reliability estimates for content area 3 may be meaningless due to a low number of questions or items.*

## Survey Adequacy Coverage of Tasks

# Survey Adequacy

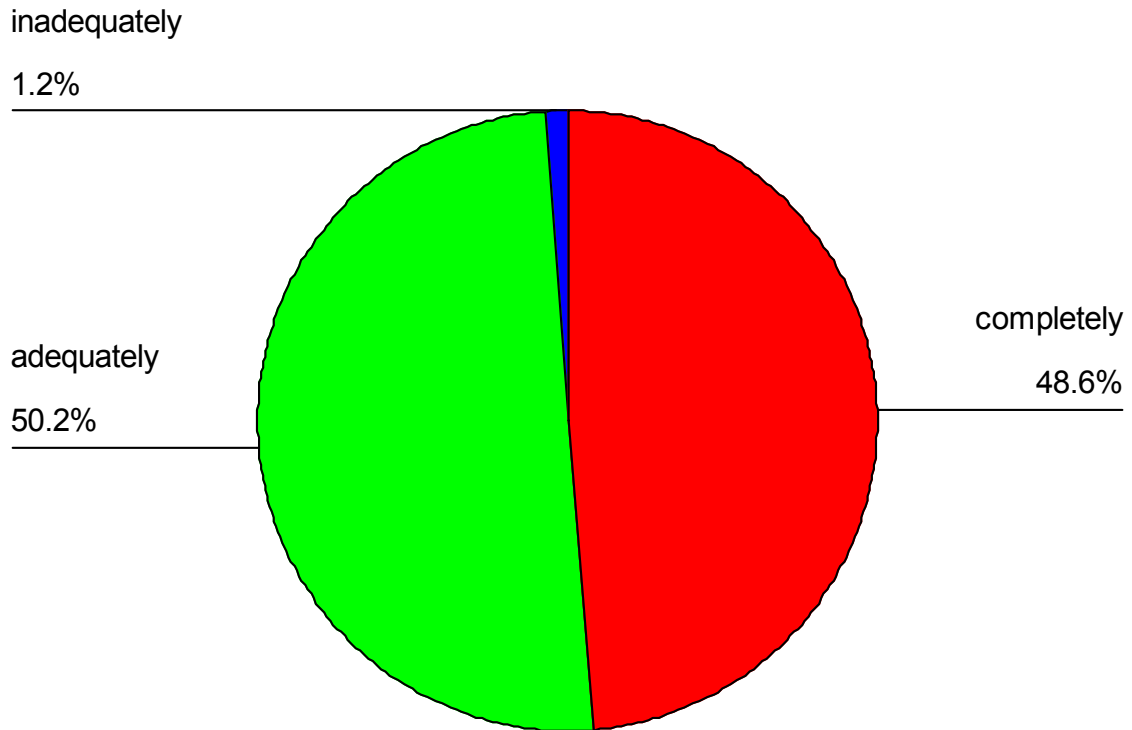


Figure 1, Task Adequacy

At the end of the survey, respondents were asked “how well did this survey cover the important tasks of the Security Officer?” As can be viewed in the above figure, over 98% indicated that the survey either completely or adequately covered the important tasks of the security officer.



## Demographic Questions

Figures 2 through 8 present background information about the respondents. The typical respondent had 3 to 6 years experience, a high school education, worked in the Southeast region, worked in a government or industrial setting, had no prior law experience, and was a male Caucasian.

### Security Officer Category

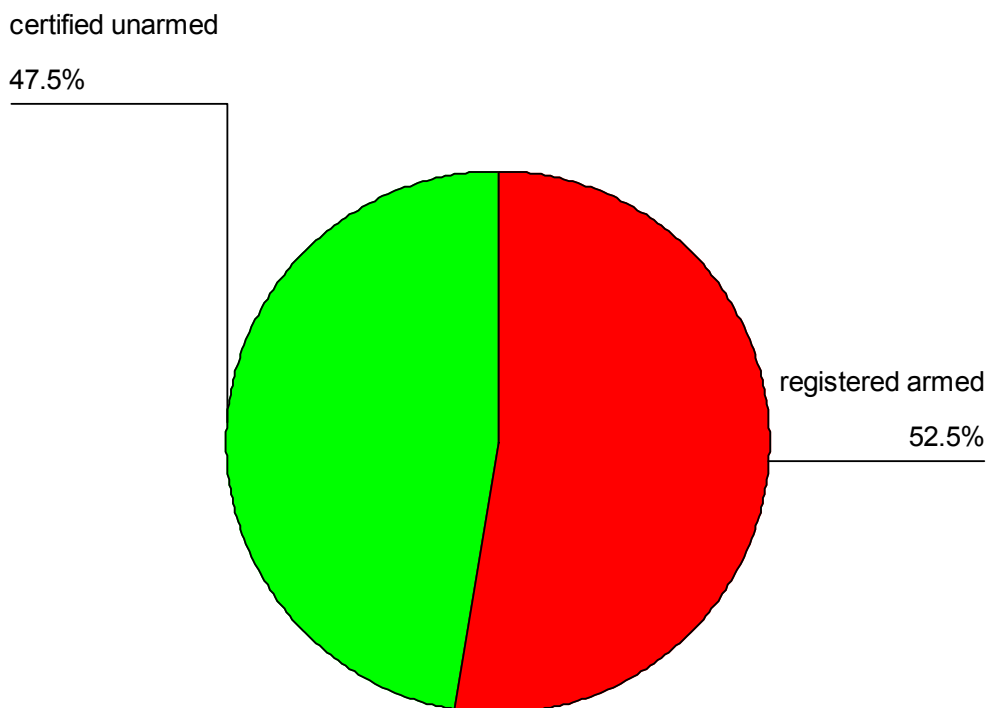


Figure 2, Security Officer Category

As noted previously, the two security officer categories were split about equally. Approximately 52.5% were armed and 47.5% were unarmed. The sampling plan used help create roughly equal categories. Of the 295 respondents, 13 respondents did not answer this question.

## Years Experience

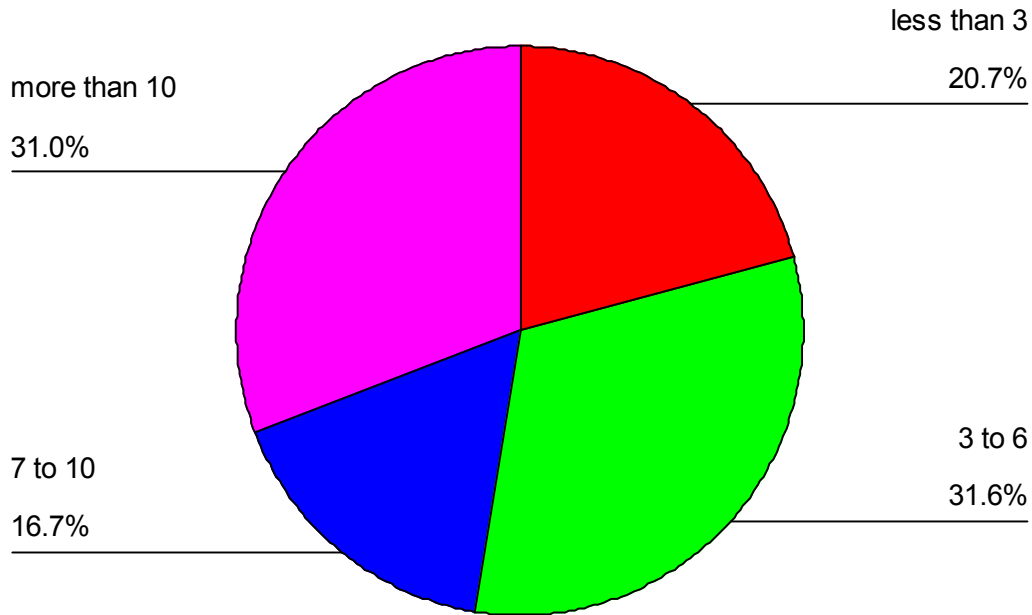


Figure 3, Years Experience

The distribution of years experience was relatively well balanced. Since a goal of this project was to develop curriculum for new practitioners, it is encouraging to see that over 52% of the respondents had 6 or less years experience. Of the 295 respondents, 1 respondent did not answer this question.

## Level of Education

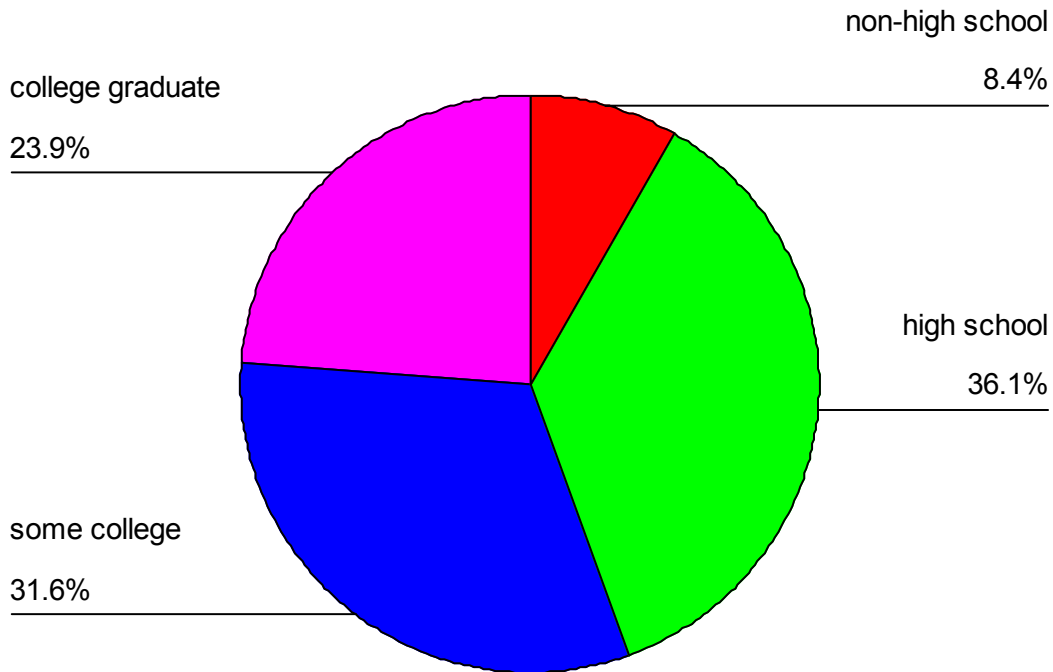


Figure 4, Level of Education

The largest cohort in the group was high school with 36.1%. Over 55% of the respondents indicated that they had at least some college. Very few (8.4%) of the respondents indicated non-high school. Of the 295 respondents, 10 respondents did not answer this question.

## Region

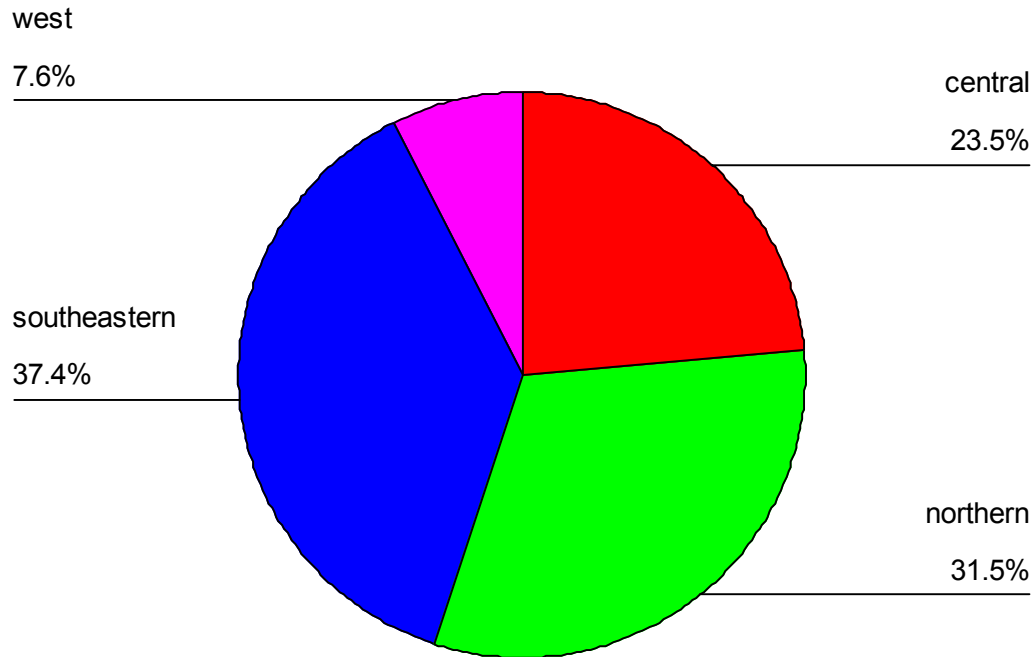


Figure 5, Geographic Region

Four general areas within the Commonwealth of Virginia were developed. The largest group (37.4%) indicated that they worked in the Southeastern region of the state. Very few (7.6%) indicated that they worked in the Western region of the state. Of the 295 respondents, 6 respondents did not answer this question.

## Current Work Setting

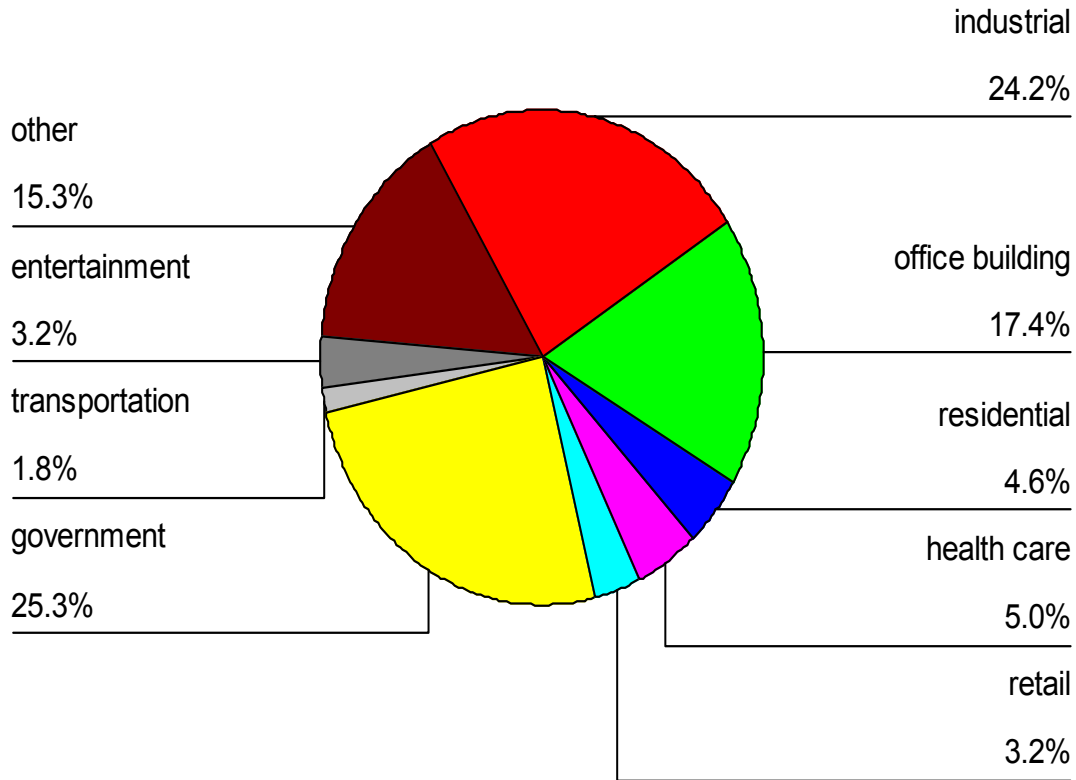


Figure 6, Current Work Setting

The two largest groups were Industrial (24.2%) and Government (25.3%). These two categories comprised over half of the respondent group. In the “other” category, a few respondents indicated that they worked in Museums. Of the 295 respondents, 14 respondents did not answer this question.

## Prior Experience in Law

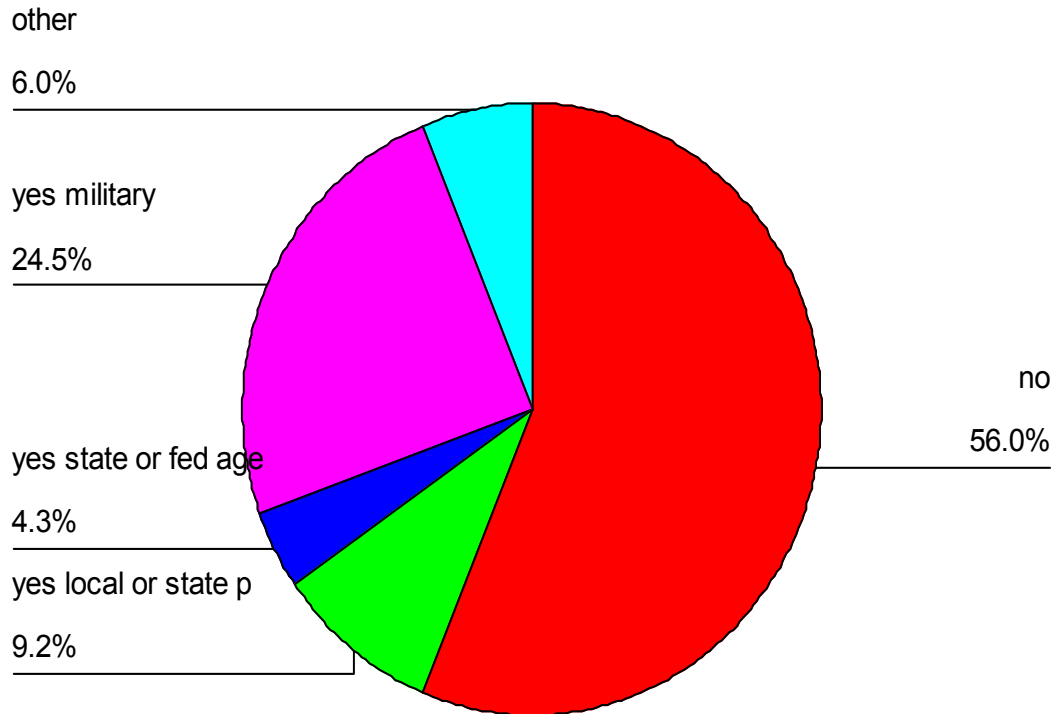


Figure 7, Prior Law Experience

To evaluate whether security officers had previous law experience, respondents were asked this question. A simple majority indicated that they had no previous law experience with 56.0% selecting this option. Of the 295 respondents, 13 respondents did not answer this question.

## Gender

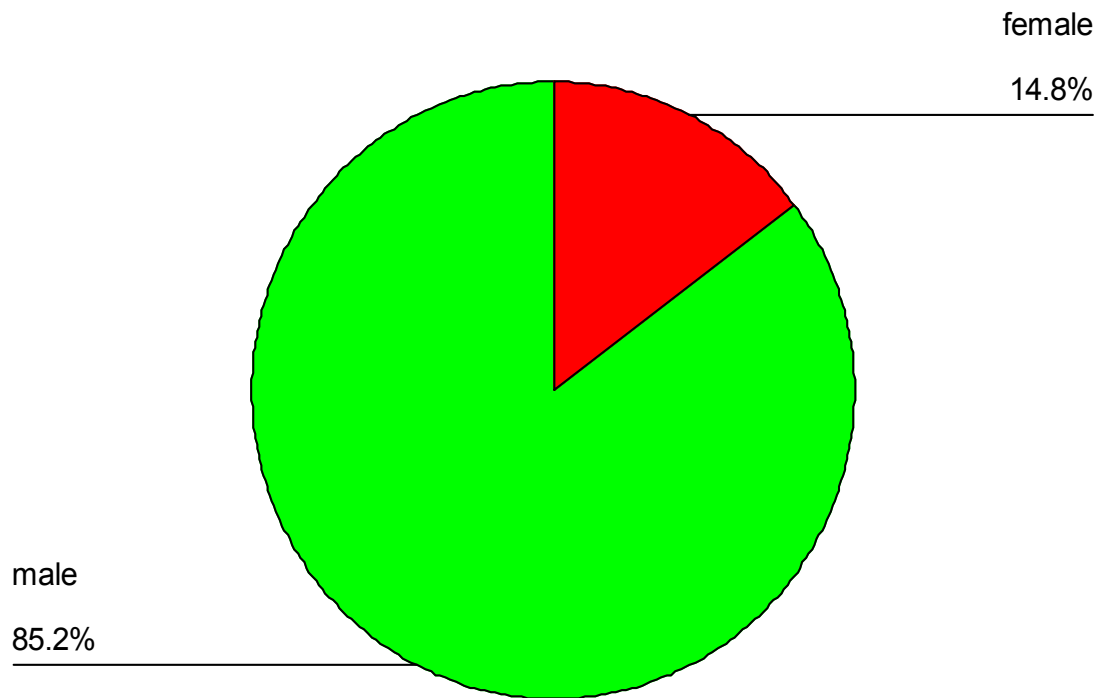


Figure 8, Gender

Respondents were asked two optional questions. The first optional question was Gender. There were 85.2% males responding to the survey. Of the 282 respondents, 13 respondents did not answer this question.

# Ethnicity

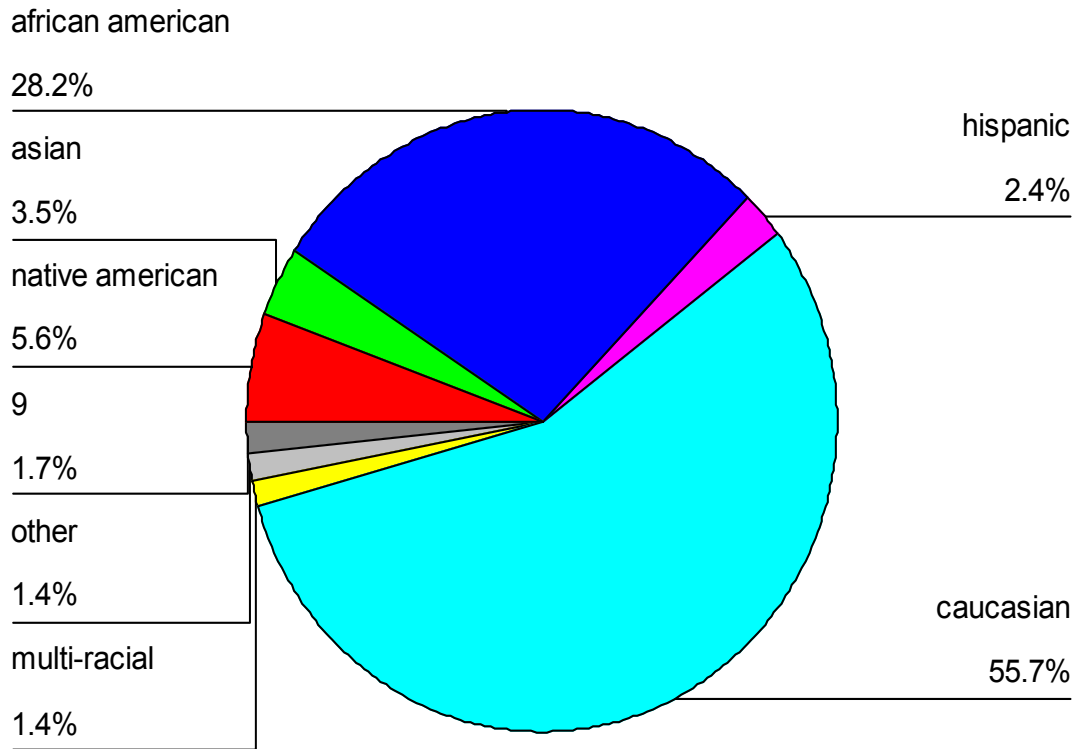


Figure 9, Ethnicity

Over 25% of the respondents indicated that they were African American (28.2%). The largest cohort was Caucasian (55.7%). Of the 282 respondents, 13 respondents did not answer this question or provided multiple responses.



# Decision Criteria for Task Exclusion

Five total analyses were used to determine what content would be excluded. The analyses were:

1. Frequency of not performed
2. Mean Importance
3. Sub Group Analysis of Armed versus Unarmed
4. Experience Level
5. Review of Firearms by RA's

## Rule 1. Frequency of Performance

The first decision rule was frequency of not performed. To be included in the final content, 65% (or below 35% zero ratings) of the respondents had to perform or oversee the performance of the task. A total of 5 tasks were eliminated (3, 93, 51, 50, 26). Task number three was re-worded and kept in the final content outline. Therefore, a final total of 4 tasks were eliminated with this analysis. Appendix B presents this data.

## Rule 2. Mean Importance Rating

The AC determined that a mean rating of 3.80 should be the cutoff for task inclusion. This represents an Above Average mean rating. No additional tasks were eliminated with this rule. Appendix C presents this data.

Table 2. Summary of Mean Importance Ratings

Label	Mean Value	Frequency	Percent
Extreme Importance	4.5 – 5.00	49	32.67%
Above Average Importance	3.5 – 4.49	101	67.33%
Average Importance	2.5 – 3.49	0	0%
Below Average Importance	1.5 - 2.49	0	0%
Minimal Importance	1.0 – 1.49	0	0%

The scale had a range of 1 to 5. All tasks had mean ratings above 3.50, which indicates that all tasks were considered to be “Above Average Importance.”

### **Rule 3. Mean Importance by Armed Versus Unarmed Security Officer**

A general standard error was calculated for the instrument. It is  $1 / \sqrt{N}$  or  $1 / \sqrt{295}$ . This results in a standard error estimate of .06. Using the criteria from rule 2 (mean rating of 3.8) and rounding down 1 standard error (.06) resulted in a criterion of 3.74. This mean value was applied for both groups (Armed and Unarmed) and resulted in the elimination of no additional tasks. If one group had a mean rating below 3.74 it would have been eliminated. Appendix D presents this data.

### **Rule 4. Mean Importance by Years Experience**

For this analysis, 2 of the 4 groups had to have a mean rating below 3.74 to be eliminated. No additional tasks were eliminated with this rule. Appendix E presents this data.

### **Rule 5. Mean Importance Ratings for Firearms Section by RA's**

Because RA officers are most knowledgeable about firearms, it was appropriate that this section of the survey be analyzed by RA's only. All mean ratings for this section were above 4.0. The AC determined that all tasks will be included in the final content outline. Appendix F contains this information.

## **Additional Tasks**

After reviewing the data, tasks, and respondent comments, the AC was given an opportunity to include tasks in the final content outline that may have been overlooked. Two additional tasks were added to the outline. In content area 6 (Legal Aspects), the AC included:

*Registration and certification requirements and orientation to private security.*

The second task added was under Section 8 Firearms. The task was:

*Arrest Procedures*

The final content outline is presented in Appendix G

# Training Weighting

Two major sections of training were identified. The first section was basic security officer functions (content areas 1 through 7). The second section of training identified by the AC was Firearms. Presented below are the areas and the number of hours required for training purposes.

## **Basic Core Training Hours (24 total)**

1.	Access Control	1 hour
2.	Security Patrol	1 hour
3.	Defensive and Control Procedures	1 hour
4.	Emergency Procedures	8 hours
5.	Communication	1 hour
6.	Legal Aspects	8 hours
7.	Report Writing	4 hours

## **Firearm Training Hours (16 total)**

1.	Law	6 hours
2.	Safety	1 hour
3.	Fundamentals	2 hours
4.	Marksmanship	3 hours
5.	Range (low lighting & dry fire)	4 hours

# Security Officer Survey

# Security Officer Survey Directions

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## Section 1 Demographic Variables

Please respond to the following background questions. The purpose of these questions is to cross tabulate the responses (e.g., by geographic region or work setting) to better define the Security Officer through statistical analyses. **Please place an "X" next to your response and provide only one response to each question. ALL information is confidential.**

1. Your current security officer category is:  
  
☐ Registered Armed Security Officer  
☐ Certified Unarmed Security Officer
2. How many years have you been a Security Officer?  
  
☐ Less than 3 years  
☐ 3 to 6 years  
☐ 7 to 10 years  
☐ More than 10 years
3. What is your level of education?  
  
☐ Non-High school graduate  
☐ High School graduate or equivalent  
☐ Some College  
☐ College Graduate
4. In what region of the State do you primarily practice?  
  
☐ Central  
☐ Northern  
☐ Southeast  
☐ West
5. Which of the following best describes your current primary work setting?  
  
☐ Industrial/manufacturing  
☐ Office Building  
☐ Residential  
☐ Health care  
☐ Retail  
☐ Government Contract  
☐ Transportation  
☐ Entertainment  
☐ Other \_\_\_\_\_
6. Prior to becoming a security officer, did you have prior experience in Law Enforcement/Security?  
  
☐ No  
☐ Yes, Local or State Police  
☐ Yes, State or Federal Agency  
☐ Yes, Military  
☐ Yes, Other \_\_\_\_\_

## OPTIONAL DEMOGRAPHIC QUESTIONS

7. What is your gender?

☐ Female  
☐ Male

8. What is your racial ethnic background?

☐ Native American/Alaskan  
Native  
☐ Asian/Asian American/  
Pacific Islander  
☐ African American/Black  
☐ Hispanic  
☐ Caucasian  
☐ Multi-racial  
☐ Other: \_\_\_\_\_

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### Section 2 Tasks

A comprehensive list of important job tasks performed by a security professional is presented on the following pages. Please provide your ratings to the tasks in relation to the practice of security professionals at your work site. Your expert judgment is critical to assessing the importance of these tasks.

For the purpose of this survey, the following definitions of a Security Officer apply.

***The Security officer is a natural person employed by a private security service business to 1) safeguard and protect persons and property or, 2) prevent theft, loss, or concealment of any tangible or intangible personal property on the premises contracted to protect.***

***Armed security officer means a security officer, who carries or has immediate access to a firearm in the performance of his duties***

***Unarmed security officer means a security officer who does not carry or have immediate access to a firearm in the performance of his duties.***

Use the scale below to rate each task contained within the survey. Select the number that best describes your judgment. At the end of the survey, you will be given an opportunity to provide any important tasks that may have been omitted. Zero (0) ratings are reserved for tasks that are not performed by a Security Officer.

### Importance Scale

Considering whether you perform or oversee the performance of the task, how important is the task to the practice of security officer?

- |   |                          |
|---|--------------------------|
| 0 | Not Performed            |
| 1 | Minimal Importance       |
| 2 | Below Average Importance |
| 3 | Average Importance       |
| 4 | Above Average Importance |
| 5 | Extreme Importance       |

How important is the task to the practice of the Security Officer?	0 = Not Performed	3 = Average Importance
	1 = Minimal Importance	4 = Above Average Importance
	2 = Below Average Importance	5 = Extreme Importance

## 1. ACCESS CONTROL

### A. People

1	Assist visitors with legitimate need to gain entry to facility	1	0	1	2	3	4	5
2	Authenticate employee ID	2	0	1	2	3	4	5
3	Issue ID card	3	0	1	2	3	4	5
4	Control access to client facility (e.g., screening people or materials)	4	0	1	2	3	4	5
5	Direct the movement of people	5	0	1	2	3	4	5
6	Direct persons who cause a disturbance to leave property	6	0	1	2	3	4	5
7	Conduct escorts as required	7	0	1	2	3	4	5
8	Obtain clearance for visitor from designated authority	8	0	1	2	3	4	5
9	Understand categories of access control	9	0	1	2	3	4	5
10	Challenge individuals approaching restricted areas	10	0	1	2	3	4	5

### B. Property

1	Assure that the movement of property is conducted within policy	11	0	1	2	3	4	5
2	Check all outgoing material for misappropriation or theft	12	0	1	2	3	4	5
3	Ensure and maintain security documents related to property movement	13	0	1	2	3	4	5
4	Maintain visual check of material entering and exiting facility	14	0	1	2	3	4	5
5	Control property as required	15	0	1	2	3	4	5

### C. Vehicles

1	Control the movement of vehicles	16	0	1	2	3	4	5
2	Collect and issue documents required for vehicle movement	17	0	1	2	3	4	5
3	Examine vehicle contents as required	18	0	1	2	3	4	5

### D. Understand Perimeter Security

1	External							
a	access gates	19	0	1	2	3	4	5
b	fences and barriers	20	0	1	2	3	4	5
c	inspect perimeter structures for damage and/or forced entry	21	0	1	2	3	4	5
d	alarms	22	0	1	2	3	4	5
e	lock and key/card system	23	0	1	2	3	4	5
f	monitor entrance and exit	24	0	1	2	3	4	5
g	monitor CCTV systems	25	0	1	2	3	4	5
h	operate remote access devices	26	0	1	2	3	4	5
i	understand various types of lighting	27	0	1	2	3	4	5
2	Internal							
a	control room operations	28	0	1	2	3	4	5
b	alarms	29	0	1	2	3	4	5
c	lock and key/card system	30	0	1	2	3	4	5
d	operate remote access devices	31	0	1	2	3	4	5
e	understand various types of lighting	32	0	1	2	3	4	5

How important is the task to the practice of the Security Officer?	0 = Not Performed	3 = Average Importance
	1 = Minimal Importance	4 = Above Average Importance
	2 = Below Average Importance	5 = Extreme Importance

## 2. SECURITY PATROL

### A. Patrol Preparation

1 Vary your time and route	33	0	1	2	3	4	5
2 Use appropriate equipment and protective gear	34	0	1	2	3	4	5
3 Collect and test appropriate patrol equipment	35	0	1	2	3	4	5
4 Define patrol type and details	36	0	1	2	3	4	5
5 Review special instructions and previous shift's patrol reports	37	0	1	2	3	4	5

### B. Conduct Foot Patrol

1 Vary your time and route	38	0	1	2	3	4	5
2 Inspect building and grounds for							
a unauthorized persons	39	0	1	2	3	4	5
b unsafe conditions	40	0	1	2	3	4	5
c blocked entry and exit	41	0	1	2	3	4	5
d hazards	42	0	1	2	3	4	5
e mechanical problems	43	0	1	2	3	4	5
f security violations	44	0	1	2	3	4	5
g unlocked doors	45	0	1	2	3	4	5
h suspicious activity	46	0	1	2	3	4	5
3 Assist employees as required	47	0	1	2	3	4	5
4 Patrol perimeters	48	0	1	2	3	4	5
5 Protect against fire, theft, vandalism, intrusion, and safety hazards	49	0	1	2	3	4	5

### C. Vehicle Patrol

1 Observe traffic laws	50	0	1	2	3	4	5
2 Inspect vehicle before patrol	51	0	1	2	3	4	5
3 Patrol assigned route for							
a unauthorized persons	52	0	1	2	3	4	5
b unsafe conditions	53	0	1	2	3	4	5
c blocked entry and exit	54	0	1	2	3	4	5
d hazards	55	0	1	2	3	4	5
e mechanical problems	56	0	1	2	3	4	5
f security violations	57	0	1	2	3	4	5
g unlocked doors	58	0	1	2	3	4	5
h suspicious activity	59	0	1	2	3	4	5
4 Assist employees as required	60	0	1	2	3	4	5
5 Patrol perimeters	61	0	1	2	3	4	5
6 Protect against fire, theft, vandalism, intrusion, and safety hazards	62	0	1	2	3	4	5

## 3. DEFENSIVE AND CONTROL PROCEDURES

### A. Methods of Defense Control

63	0	1	2	3	4	5
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### B. Evaluate Risk

64	0	1	2	3	4	5
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### C. Alternatives to Confrontation

65	0	1	2	3	4	5
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### D. Defensive Techniques

66	0	1	2	3	4	5
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How important is the task to the practice of the Security Officer?	0 = Not Performed	3 = Average Importance
	1 = Minimal Importance	4 = Above Average Importance
	2 = Below Average Importance	5 = Extreme Importance

#### 4. EMERGENCY PROCEDURES

##### A. Secure and Protect Incident Scene

1 Protect evidence	67	0	1	2	3	4	5
2 Protect scene of incident in the event of accidents, emergencies or investigations	68	0	1	2	3	4	5
3 Establish chain of custody	69	0	1	2	3	4	5

##### B. General Emergency Principals

1 Ensure continuity of operations	70	0	1	2	3	4	5
2 General crisis procedures	71	0	1	2	3	4	5

##### C. Respond to Emergencies

1 Incidents of bomb threat	72	0	1	2	3	4	5
2 Incidents of fire	73	0	1	2	3	4	5
3 Incidents of natural disasters	74	0	1	2	3	4	5
4 Incidents of elevator emergency	75	0	1	2	3	4	5
5 Incidents of hazardous materials	76	0	1	2	3	4	5
6 Incidents of medical emergency	77	0	1	2	3	4	5
7 Incidents of power failure	78	0	1	2	3	4	5
8 Incidents of violence in the workplace	79	0	1	2	3	4	5

#### 5. COMMUNICATION

##### A. Telephone Etiquette

1 Communicate effectively and calmly	80	0	1	2	3	4	5
2 Handle multiple phone calls effectively and politely	81	0	1	2	3	4	5
3 Minimize interruptions when speaking on the phone	82	0	1	2	3	4	5
4 Receive and handle abusive phone calls effectively	83	0	1	2	3	4	5
5 Take accurate phone messages	84	0	1	2	3	4	5
6 Handle unusual phone requests	85	0	1	2	3	4	5
7 Understand what your caller wants	86	0	1	2	3	4	5
8 Maintain security of client information	87	0	1	2	3	4	5

##### B. Radio Communication

1 Check radio equipment before work	88	0	1	2	3	4	5
2 Use proper radio techniques	89	0	1	2	3	4	5
3 Maintain security of client information	90	0	1	2	3	4	5

##### C. Other Communication

1 Verbal communication	91	0	1	2	3	4	5
2 Body language	92	0	1	2	3	4	5
3 Electronic communication (e.g., Internet and Email)	93	0	1	2	3	4	5

#### 6. LEGAL ASPECTS

##### A. Law

1 Virginia private security regulations	94	0	1	2	3	4	5
2 Code of Virginia relating to private security (e.g., 9.1-138 to 9.1 -150)	95	0	1	2	3	4	5
3 The United States Constitution and the Bill of Rights	96	0	1	2	3	4	5
4 Virginia court system	97	0	1	2	3	4	5

5	Federal criminal court system	98	0	1	2	3	4	5
6	Understand probable cause	99	0	1	2	3	4	5
7	Understand difference between misdemeanor and felony	100	0	1	2	3	4	5
8	Due process of law	101	0	1	2	3	4	5
9	Civil liability	102	0	1	2	3	4	5
10	Liability	103	0	1	2	3	4	5
11	Standard of proof for criminal vs. civil trials	104	0	1	2	3	4	5
12	Harassment and discrimination	105	0	1	2	3	4	5
13	Ethics	106	0	1	2	3	4	5
<b>B. Security Officer Actions</b>								
1	Use of self-defense	107	0	1	2	3	4	5
2	Understand how exceeding your authority may incur legal and financial penalties	108	0	1	2	3	4	5
3	De-escalation techniques	109	0	1	2	3	4	5
4	Understand the limitations of the power of arrest	110	0	1	2	3	4	5
5	Probable Cause	111	0	1	2	3	4	5
6	Search and seizure	112	0	1	2	3	4	5
7	Use of force continuum	113	0	1	2	3	4	5
8	Courtroom testimony	114	0	1	2	3	4	5
<b>7. REPORT WRITING</b>								
<b>A. Fundamentals of Report Writing</b>								
1	Adhere to the basics (who, what, when, where, why, and how; and action taken)	115	0	1	2	3	4	5
2	Note usual and unusual occurrences	116	0	1	2	3	4	5
3	Use professional language	117	0	1	2	3	4	5
4	Submit reports for review	118	0	1	2	3	4	5
5	Write complete, clear and concise statements	119	0	1	2	3	4	5
6	Avoid opinion, judgment, and biases	120	0	1	2	3	4	5
<b>B. Report Types</b>								
1	Security officer daily report	121	0	1	2	3	4	5
2	Incident report	122	0	1	2	3	4	5
3	Statements	123	0	1	2	3	4	5
4	Miscellaneous logs (e.g., tickets, visitor logs, and electronic)	124	0	1	2	3	4	5

**Only respond to Firearms Section if you are an *armed* security officer during business operations.**

**If you are an *unarmed* security officer please do NOT complete the Firearms Section of the survey.**

***NOTE:***

***Additional information is requested at the end of the survey.***

***All respondents (armed and unarmed) please complete requested information on page 8***

## ARMED SECURITY OFFICERS ONLY

How important is the task to the practice of the Security Officer?	0 = Not Performed	3 = Average Importance
	1 = Minimal Importance	4 = Above Average Importance
	2 = Below Average Importance	5 = Extreme Importance

### 8. FIREARMS

#### A. Law

1 Differentiate between armed registration and concealed weapon permit	125	0	1	2	3	4	5
2 Requirements for registration	126	0	1	2	3	4	5
3 Renewal registration	127	0	1	2	3	4	5
4 Civil and criminal liability	128	0	1	2	3	4	5
5 Justifiable deadly force	129	0	1	2	3	4	5
6 Report of firearms incident							
a discharge	130	0	1	2	3	4	5
b loss	131	0	1	2	3	4	5
c theft	132	0	1	2	3	4	5

#### B. Safety

1 On-duty	133	0	1	2	3	4	5
2 Range	134	0	1	2	3	4	5
3 Storage	135	0	1	2	3	4	5

#### C. Fundamentals

1 Maintenance	136	0	1	2	3	4	5
2 Ammunition	137	0	1	2	3	4	5
3 Mechanical Failure	138	0	1	2	3	4	5
4 Reloading	139	0	1	2	3	4	5
5 Nomenclature	140	0	1	2	3	4	5

#### D. Marksmanship

1 Stance	141	0	1	2	3	4	5
2 Trigger control	142	0	1	2	3	4	5
3 Grip	143	0	1	2	3	4	5
4 Sight Alignment	144	0	1	2	3	4	5
5 Sight picture	145	0	1	2	3	4	5
6 Point of aim	146	0	1	2	3	4	5
7 Breathing	147	0	1	2	3	4	5
8 Follow-through	148	0	1	2	3	4	5
9 Barricade Shooting	149	0	1	2	3	4	5
10 Low light conditions	150	0	1	2	3	4	5

Please legibly list any other tasks that were not covered by this survey?

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Given the seven major non-firearm content areas identified in this survey, what percentage of time would you allocate to the following areas for training and importance?

- \_\_\_ % Access Control
- \_\_\_ % Security Patrol
- \_\_\_ % Defensive and Control Procedures
- \_\_\_ % Emergency Procedures
- \_\_\_ % Communication
- \_\_\_ % Legal Aspects
- \_\_\_ % Report Writing

\*Note: percentages should sum to 100%

For the Armed Security officer, what percentage of time would you allocate to the following areas for training and importance? **Only respond if you are an armed security officer during business operations.**

- \_\_\_ % Law
- \_\_\_ % Safety
- \_\_\_ % Fundamentals
- \_\_\_ % Marksmanship

\*Note: percentages should sum to 100%

How well did this survey cover the important tasks of the Security Officer?

- \_\_\_ Completely
- \_\_\_ Adequately
- \_\_\_ Inadequately

If inadequately, please specify why: \_\_\_\_\_

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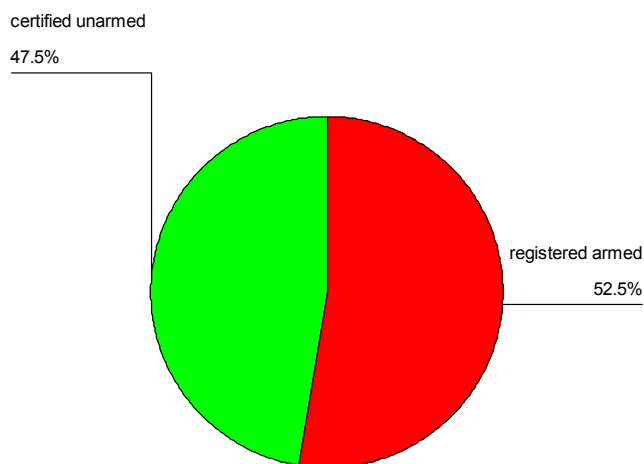
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--END--

# Demographic Data

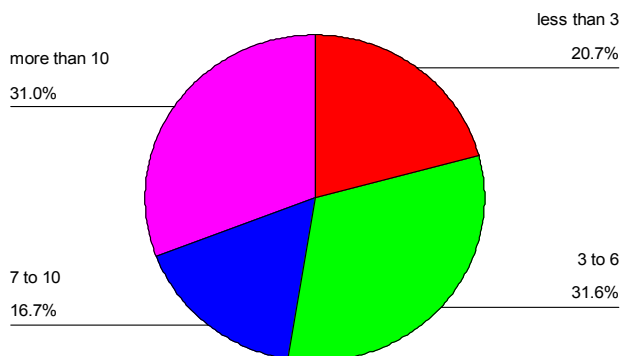
## Security Officer Catagory



SECCAT Security Officer Category

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	registered armed	148	50.2	52.5	52.5
	2	certified unarmed	134	45.4	47.5	100.0
		Total	282	95.6	100.0	
Missing		System	13	4.4		
Total			295	100.0		

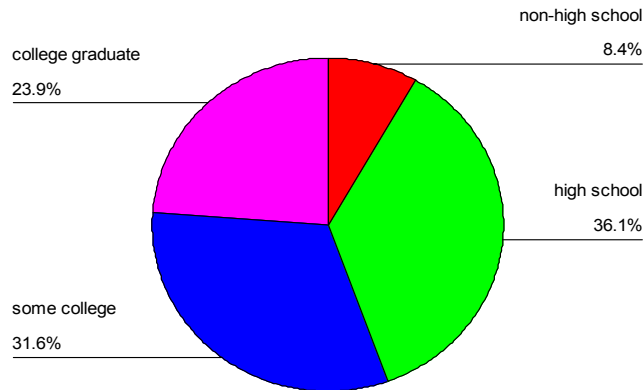
## Years Experience



YRSEXP Years Experience

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	less than 3	61	20.7	20.7	20.7
	2	3 to 6	93	31.5	31.6	52.4
	3	7 to 10	49	16.6	16.7	69.0
	4	more than 10	91	30.8	31.0	100.0
		Total	294	99.7	100.0	
Missing		System	1	.3		
Total			295	100.0		

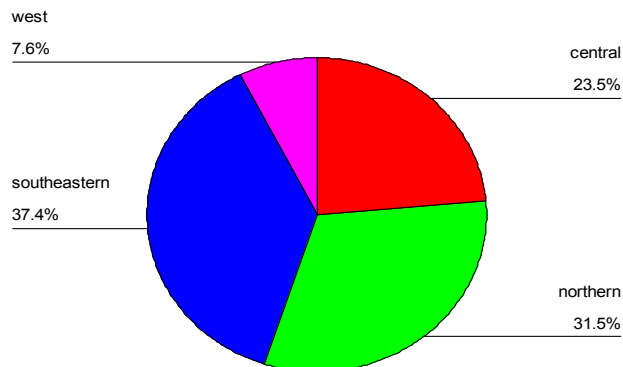
### Level of Education



### LEVELED Level of Education

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	non-high school	24	8.1	8.4	8.4
	2	high school	103	34.9	36.1	44.6
	3	some college	90	30.5	31.6	76.1
	4	college graduate	68	23.1	23.9	100.0
		Total	285	96.6	100.0	
Missing		System	10	3.4		
Total			295	100.0		

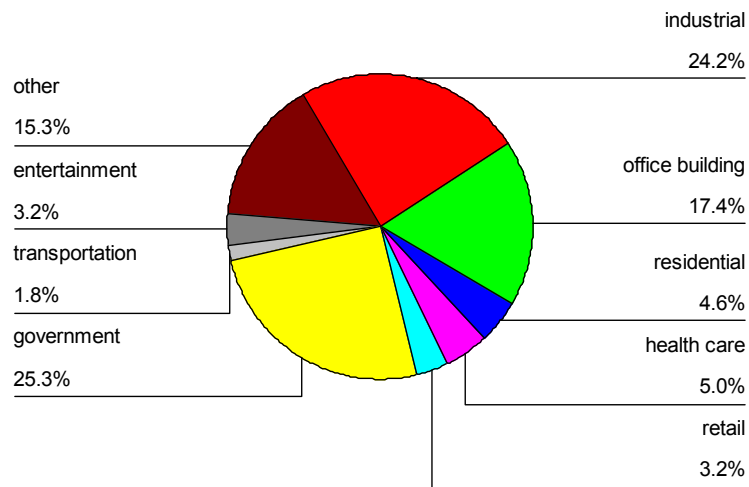
### Region



### REGION Geographic Region

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	central	68	23.1	23.5	23.5
	2	northern	91	30.8	31.5	55.0
	3	southeastern	108	36.6	37.4	92.4
	4	west	22	7.5	7.6	100.0
		Total	289	98.0	100.0	
Missing		System	6	2.0		
Total			295	100.0		

## Current Work Setting

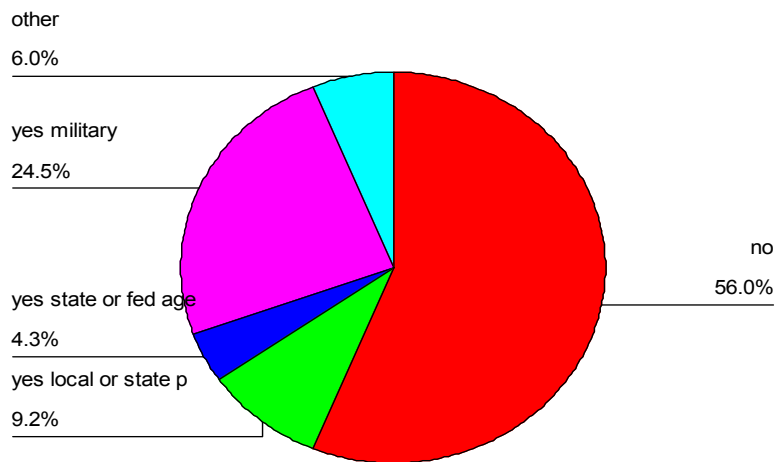


### WORKSET Work Setting

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	industrial	68	23.1	24.2	24.2
	2	office building	49	16.6	17.4	41.6
	3	residential	13	4.4	4.6	46.3
	4	health care	14	4.7	5.0	51.2
	5	retail	9	3.1	3.2	54.4
	6	government	71	24.1	25.3	79.7
	7	transportation	5	1.7	1.8	81.5
	8	entertainment	9	3.1	3.2	84.7
	9	other	43	14.6	15.3	100.0
Total			281	95.3	100.0	
Missing		System	14	4.7		
Total			295	100.0		



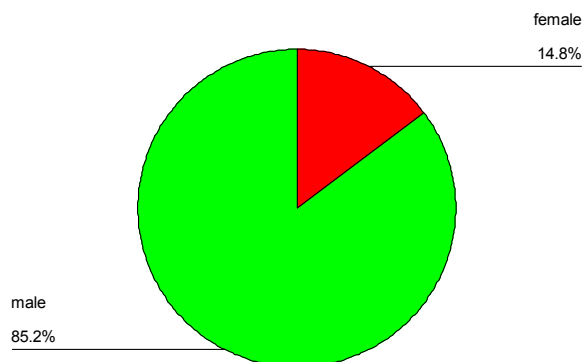
## Prior Experience in Law



## LAWEXP Prior Law Experience

			Frequency	Percent	Valid	Cumulative
					Percent	Percent
Valid	1	no	158	53.6	56.0	56.0
	2	yes local or state police	26	8.8	9.2	65.2
	3	yes state or fed agency	12	4.1	4.3	69.5
	4	yes military	69	23.4	24.5	94.0
	5	other	17	5.8	6.0	100.0
		Total	282	95.6	100.0	
Missing		System	13	4.4		
Total			295	100.0		

## Gender



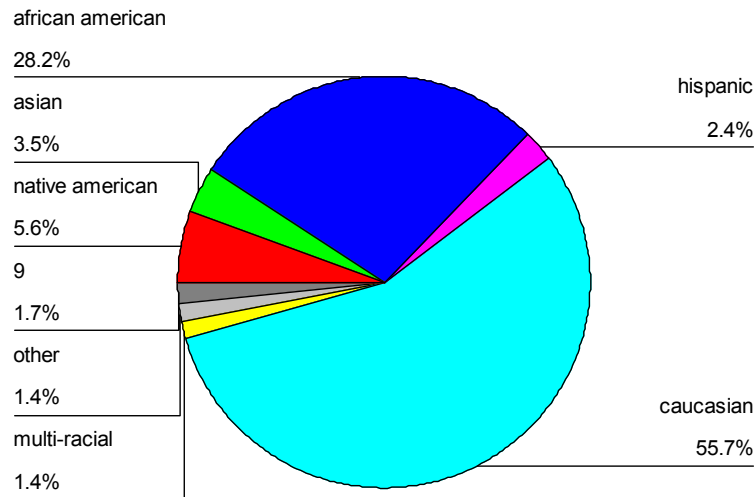
## GENDER Gender

			Frequency	Percent	Valid	Cumulative
					Percent	Percent
Valid	1	female	43	14.6	14.8	14.8
	2	male	247	83.7	85.2	100.0
		Total	290	98.3	100.0	
Missing		System	5	1.7		

Total

295 100.0

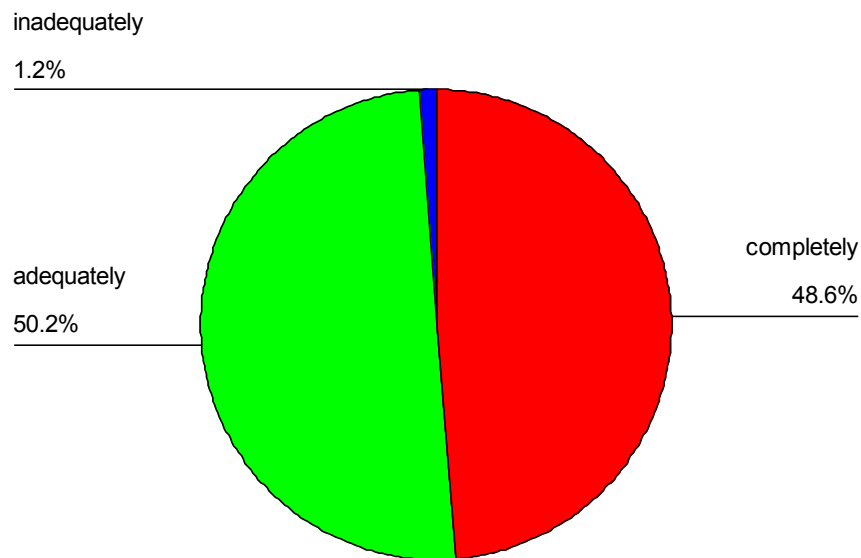
## Ethnicity



### ETHNIC Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 native american	16	5.4	5.6	5.6
	2 asian	10	3.4	3.5	9.1
	3 african american	81	27.5	28.2	37.3
	4 hispanic	7	2.4	2.4	39.7
	5 caucasian	160	54.2	55.7	95.5
	6 multi-racial	4	1.4	1.4	96.9
	7 other	4	1.4	1.4	98.3
	? 9	5	1.7	1.7	100.0
	Total	287	97.3	100.0	
Missing	System	8	2.7		
Total		295	100.0		

## Survey Adequacy



### ADEQU Survey Adequacy

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	completely	126	42.7	48.6	48.6
	2	adequately	130	44.1	50.2	98.8
	3	inadequately	3	1.0	1.2	100.0
		Total	259	87.8	100.0	
Missing		System	36	12.2		
Total			295	100.0		

### Reliability Estimates

Content Area	N items	N Respondents	Scale Reliability	Respondent Reliability
1. Access Control	32	118	.96	.92
2. Security Patrol	30	170	.97	.93
3. Defensive Procedures*	4	259	.95	.67
4. Emergency Procedures	13	214	.91	.93
5. Communication	14	196	.95	.96
6. Legal Aspects	21	222	.97	.92
7. Report Writing	10	257	.95	.95
8. Firearms	26	131	.98	.93
TOTAL	150	52	.99	.82

\*Reliability estimates for content area 3 may be meaningless due to a low number of questions or items.

### *Content Weighting*

#### *Seven Areas*

PERC1 Access Control	231	0	100	33.52814	32.70591	16.8%
PERC2 Security Patrol	236	0	100	30.48729	31.7673	15.2%
PERC3 Defensive and Cont Procedures	228	0	100	29.13158	32.22594	14.6%
PERC4 Emergency Procedures	232	0	100	29.21983	32.19393	14.6%
PERC5 Communication	229	0	100	25.93886	32.01159	13.0%
PERC6 Legal Aspects	222	0	100	26.9955	31.98437	13.5%
PERC7 Report Writing	229	0	100	24.80349	31.07448	12.4%

200.1047

#### *Firearms*

PERCF1 Law	141	0	100	38.52482	27.21701	26.5%
PERCF2 Safety	140	0	100	39.01429	28.80197	26.8%
PERCF3 Fundamentals	140	0	100	32.45714	29.46999	22.3%
PERCF4 Report Writing	139	0	100	35.31655	29.56252	24.3%

145.3128

# Tasks Sorted in Task Order

	N	Mean	Std. Error	Zero N	Zero Frequency
<b>T1 assist visitors</b>	278	4.33	0.05	11	4.0%
<b>T2 authenticate ID</b>	266	4.42	0.05	20	7.5%
<b>T3 issue ID card</b>	198	4.13	0.08	87	43.9%
<b>T4 control access to facility</b>	268	4.50	0.06	16	6.0%
<b>T5 direct movement of people</b>	258	3.86	0.07	27	10.5%
<b>T6 direct people causing disturbances</b>	272	4.50	0.05	13	4.8%
<b>T7 conduct escorts</b>	262	4.12	0.06	24	9.2%
<b>T8 obtain clearance for visitors</b>	252	4.21	0.06	33	13.1%
<b>T9 understand categories of AC</b>	275	4.43	0.05	10	3.6%
<b>T10 challenge people</b>	266	4.57	0.05	18	6.8%
<b>T11 assure proper movmt of property</b>	264	4.23	0.06	23	8.7%
<b>T12 check outgoing material for theft</b>	249	4.23	0.06	39	15.7%
<b>T13 Maintain property mvmt documents</b>	235	4.27	0.06	51	21.7%
<b>T14 maintain visual check of mvmt of material</b>	267	4.36	0.06	21	7.9%
<b>T15 control property</b>	268	4.25	0.06	16	6.0%
<b>T16 control vehicle mvmt</b>	246	3.98	0.07	42	17.1%
<b>T17 collect docs related to vehicle mvmt</b>	214	3.87	0.08	74	34.6%
<b>T18 examine vehicle contents</b>	226	4.05	0.07	62	27.4%
<b>T19 access gates</b>	257	4.42	0.06	30	11.7%
<b>T20 fences and barriers</b>	253	4.36	0.06	33	13.0%
<b>T21 inspect perimeter structures</b>	268	4.38	0.06	20	7.5%
<b>T22 external alarms</b>	269	4.52	0.05	18	6.7%
<b>T23 external lock and keycard systems</b>	253	4.45	0.05	31	12.3%
<b>T24 monitor entrance and exit</b>	272	4.50	0.05	12	4.4%
<b>T25 monitor CCTV</b>	227	4.38	0.06	59	26.0%
<b>T26 external remote access devices</b>	209	4.10	0.07	75	35.9%
<b>T27 external types of lighting</b>	239	3.85	0.07	42	17.6%
<b>T28 control room operations</b>	215	4.21	0.07	70	32.6%
<b>T29 internal alarms</b>	257	4.47	0.05	31	12.1%
<b>T30 internal lock and keycard</b>	243	4.42	0.06	43	17.7%
<b>T31 internal remote access devices</b>	213	4.16	0.07	72	33.8%
<b>T32 internal types of lighting</b>	235	3.84	0.08	51	21.7%
<b>T33 vary patrol route</b>	276	4.35	0.06	14	5.1%
<b>T34 use patrol equipment and protection</b>	257	4.35	0.06	32	12.5%
<b>T35 test patrol equipment</b>	250	4.10	0.07	38	15.2%
<b>T36 define patrol type</b>	259	4.13	0.06	26	10.0%
<b>T37 review patrol instructions and reports</b>	274	4.36	0.06	16	5.8%
<b>T38 vary foot patrol</b>	265	4.44	0.05	21	7.9%
<b>T39 inspect for unauthorized persons-foot</b>	275	4.62	0.04	12	4.4%
<b>T40 inspect for unsafe conditions-foot</b>	277	4.47	0.05	12	4.3%

<b>T41 inspect for block entry-foot</b>	271	4.41	0.05	17	6.3%
<b>T42 inspect for hazards-foot</b>	275	4.53	0.05	14	5.1%
<b>T43 inspect for mechanical problems-foot</b>	259	4.23	0.06	25	9.7%
<b>T44 inspect for security violations-foot</b>	273	4.56	0.05	15	5.5%
<b>T45 inspect for unlocked doors-foot</b>	276	4.50	0.05	12	4.3%
<b>T46 inspect for suspicious activity-foot</b>	278	4.61	0.04	11	4.0%
<b>T47 assist employees-foot</b>	273	4.14	0.06	16	5.9%
<b>T48 patrol perimeters-foot</b>	269	4.39	0.05	18	6.7%
<b>T49 protect against hazards-foot</b>	281	4.69	0.04	8	2.8%
<b>T50 observe traffic laws-vehicle</b>	212	4.32	0.07	77	36.3%
<b>T51 inspect vehicle before patrol</b>	205	4.27	0.07	80	39.0%
<b>T52 patrol for unauthorized persons-vehicle</b>	222	4.45	0.06	66	29.7%
<b>T53 patrol for unsafe conditions-vehicle</b>	221	4.39	0.06	64	29.0%
<b>T54 patrol for blocked entry-vehicle</b>	222	4.40	0.06	64	28.8%
<b>T55 patrol for hazards-vehicle</b>	225	4.39	0.06	61	27.1%
<b>T56 patrol for mechanical problems-vehicle</b>	214	4.16	0.07	72	33.6%
<b>T57 patrol for security violations-vehicle</b>	221	4.47	0.06	65	29.4%
<b>T58 patrol for unlocked doors-vehicle</b>	218	4.47	0.06	66	30.3%
<b>T59 patrol for suspicious activity-vehicle</b>	225	4.63	0.05	60	26.7%
<b>T60 assist employees-vehicles</b>	224	4.16	0.07	63	28.1%
<b>T61 patrol perimeters-vehicle</b>	222	4.44	0.06	64	28.8%
<b>T62 protect against hazards-vehicle</b>	224	4.65	0.05	59	26.3%
<b>T63 methods of defense control</b>	265	4.28	0.05	24	9.1%
<b>T64 evaluate defense control risk</b>	266	4.32	0.05	23	8.6%
<b>T65 alternatives to confrontation</b>	272	4.34	0.06	17	6.3%
<b>T66 defensive techniques</b>	263	4.32	0.06	26	9.9%
<b>T67 protect evidence</b>	273	4.62	0.05	16	5.9%
<b>T68 protect scene</b>	278	4.59	0.05	12	4.3%
<b>T69 establish chain of custody</b>	267	4.41	0.06	23	8.6%
<b>T70 ensure continuity of operations</b>	271	4.42	0.05	18	6.6%
<b>T71 general crisis procedures</b>	275	4.42	0.05	15	5.5%
<b>T72 bomb threats</b>	273	4.68	0.05	16	5.9%
<b>T73 fire</b>	285	4.73	0.04	6	2.1%
<b>T74 natural disasters</b>	270	4.59	0.05	20	7.4%
<b>T75 elevator emergency</b>	246	4.43	0.06	45	18.3%
<b>T76 hazardous materials</b>	261	4.51	0.06	25	9.6%
<b>T77 medical emergencies</b>	275	4.63	0.05	16	5.8%
<b>T78 power failure</b>	278	4.38	0.06	14	5.0%
<b>T79 violence in workplace</b>	279	4.56	0.05	11	3.9%
<b>T80 communicate effectively-tele</b>	282	4.54	0.04	9	3.2%
<b>T81 handle multiple phone calls-tele</b>	271	4.41	0.05	19	7.0%
<b>T82 minimize interruptions on phone-tele</b>	278	4.28	0.05	12	4.3%
<b>T83 handle abusive phone calls-tele</b>	268	4.26	0.06	21	7.8%
<b>T84 take accurate phone messages-tele</b>	278	4.46	0.05	13	4.7%
<b>T85 handle unusual phone requests-tele</b>	273	4.04	0.06	17	6.2%
<b>T86 understand caller-tele</b>	279	4.39	0.05	11	3.9%
<b>T87 maintain security of client info-tele</b>	282	4.59	0.05	8	2.8%

<b>T88 check radio equipment</b>	263	4.48	0.05	28	10.6%
<b>T89 use proper radio techniques</b>	262	4.38	0.06	28	10.7%
<b>T90 maintain security of client info-radio</b>	266	4.58	0.04	22	8.3%
<b>T91 verbal communication</b>	282	4.52	0.04	7	2.5%
<b>T92 body language</b>	271	4.32	0.05	18	6.6%
<b>T93 electronic communication</b>	208	4.01	0.08	82	39.4%
<b>T94 VA private security regulations</b>	288	4.58	0.05	3	1.0%
<b>T95 VA code of private security</b>	280	4.56	0.05	8	2.9%
<b>T96 US constitution and Bill of Rights</b>	281	4.43	0.05	10	3.6%
<b>T97 VA court system</b>	268	4.21	0.06	21	7.8%
<b>T98 federal court system</b>	264	4.11	0.06	24	9.1%
<b>T99 probable cause</b>	277	4.44	0.05	13	4.7%
<b>T100 misdemeanor versus felony</b>	284	4.40	0.06	7	2.5%
<b>T101 due process</b>	274	4.24	0.06	16	5.8%
<b>T102 civil liability</b>	278	4.30	0.06	12	4.3%
<b>T103 liability</b>	278	4.35	0.06	12	4.3%
<b>T104 standard of proof criminal and civil</b>	264	4.22	0.06	23	8.7%
<b>T105 harassment and discrimination</b>	276	4.47	0.05	10	3.6%
<b>T106 ethics</b>	274	4.44	0.05	9	3.3%
<b>T107 use of self-defense</b>	269	4.29	0.06	20	7.4%
<b>T108 legal and financial penalties</b>	284	4.60	0.05	5	1.8%
<b>T109 de-escalation techniques</b>	275	4.35	0.06	14	5.1%
<b>T110 limitations of the power of arrest</b>	279	4.51	0.05	11	3.9%
<b>T111 probable cause</b>	274	4.45	0.05	13	4.7%
<b>T112 search and seizure</b>	266	4.42	0.05	21	7.9%
<b>T113 use of force continuum</b>	267	4.44	0.05	22	8.2%
<b>T114 courtroom testimony</b>	268	4.35	0.06	19	7.1%
<b>T115 report writing basics</b>	286	4.66	0.04	4	1.4%
<b>T116 note usual and unusual-reports</b>	286	4.49	0.05	3	1.0%
<b>T117 use professional language-reports</b>	285	4.42	0.05	4	1.4%
<b>T118 submit reports for review</b>	284	4.35	0.05	5	1.8%
<b>T119 write complete and clear statements</b>	285	4.55	0.04	4	1.4%
<b>T120 avoid opinion and bias-reports</b>	284	4.57	0.04	5	1.8%
<b>T121 security officer daily report</b>	276	4.49	0.05	11	4.0%
<b>T122 incident reports</b>	282	4.58	0.04	6	2.1%
<b>T123 statements-reports</b>	269	4.41	0.05	16	5.9%
<b>T124 miscellaneous reports</b>	274	4.25	0.05	13	4.7%
<b>T125 armed registration vs concealed weapon</b>	154	4.58	0.06	7	4.5%
<b>T126 requirements for registration</b>	155	4.57	0.06	7	4.5%
<b>T127 renewal registration</b>	156	4.49	0.06	7	4.5%
<b>T128 civil and criminal liability-firearms</b>	156	4.70	0.05	6	3.8%
<b>T129 justifiable deadly force-firearms</b>	156	4.82	0.04	5	3.2%
<b>T130 discharge firearms incident</b>	154	4.81	0.05	8	5.2%
<b>T131 loss firearms incident</b>	154	4.75	0.06	6	3.9%
<b>T132 theft firearms incident</b>	153	4.76	0.06	7	4.6%
<b>T133 on-duty safety-firearms</b>	158	4.86	0.04	5	3.2%
<b>T134 range safety-firearms</b>	154	4.79	0.04	9	5.8%



<b>T135 storage safety-firearms</b>	152	4.62	0.07	9	5.9%
<b>T136 firearm maintenance</b>	152	4.45	0.07	10	6.6%
<b>T137 firearm ammunition</b>	153	4.42	0.07	8	5.2%
<b>T138 firearm mechanical failure</b>	153	4.52	0.07	9	5.9%
<b>T139 firearm reloading</b>	151	4.59	0.06	11	7.3%
<b>T140 firearm nomenclature</b>	148	4.20	0.09	10	6.8%
<b>T141 stance</b>	155	4.45	0.07	8	5.2%
<b>T142 trigger control</b>	155	4.60	0.06	8	5.2%
<b>T143 grip</b>	155	4.49	0.06	8	5.2%
<b>T144 sight alignment</b>	155	4.63	0.05	8	5.2%
<b>T145 sight picture</b>	155	4.63	0.05	8	5.2%
<b>T146 point of aim</b>	155	4.65	0.05	8	5.2%
<b>T147 breathing</b>	155	4.48	0.07	8	5.2%
<b>T148 follow-through</b>	155	4.48	0.06	8	5.2%
<b>T149 barricade shooting</b>	154	4.42	0.07	9	5.8%
<b>T150 low lighting conditions</b>	154	4.44	0.07	9	5.8%

# Task Sorted in Not Performed Order

	N	Mean	Std. Error	Zero N	Zero Frequency
T3 issue ID card	198	4.13	0.08	87	43.9%
T93 electronic communication	208	4.01	0.08	82	39.4%
T51 inspect vehicle before patrol	205	4.27	0.07	80	39.0%
T50 observe traffic laws-vehicle	212	4.32	0.07	77	36.3%
T26 external remote access devices	209	4.10	0.07	75	35.9%
T17 collect docs related to vehicle mvmt	214	3.87	0.08	74	34.6%
T31 internal remote access devices	213	4.16	0.07	72	33.8%
T56 patrol for mechanical problems-vehicle	214	4.16	0.07	72	33.6%
T28 control room operations	215	4.21	0.07	70	32.6%
T58 patrol for unlocked doors-vehicle	218	4.47	0.06	66	30.3%
T52 patrol for unauthorized persons-vehicle	222	4.45	0.06	66	29.7%
T57 patrol for security violations-vehicle	221	4.47	0.06	65	29.4%
T53 patrol for unsafe conditions-vehicle	221	4.39	0.06	64	29.0%
T54 patrol for blocked entry-vehicle	222	4.40	0.06	64	28.8%
T61 patrol perimeters-vehicle	222	4.44	0.06	64	28.8%
T60 assist employees-vehicles	224	4.16	0.07	63	28.1%
T18 examine vehicle contents	226	4.05	0.07	62	27.4%
T55 patrol for hazards-vehicle	225	4.39	0.06	61	27.1%
T59 patrol for suspicious activity-vehicle	225	4.63	0.05	60	26.7%
T62 protect against hazards-vehicle	224	4.65	0.05	59	26.3%
T25 monitor CCTV	227	4.38	0.06	59	26.0%
T13 Maintain property mvmt documents	235	4.27	0.06	51	21.7%
T32 internal types of lighting	235	3.84	0.08	51	21.7%
T75 elevator emergency	246	4.43	0.06	45	18.3%
T30 internal lock and keycard	243	4.42	0.06	43	17.7%
T27 external types of lighting	239	3.85	0.07	42	17.6%
T16 control vehicle mvmt	246	3.98	0.07	42	17.1%
T12 check outgoing material for theft	249	4.23	0.06	39	15.7%
T35 test patrol equipment	250	4.10	0.07	38	15.2%
T8 obtain clearance for visitors	252	4.21	0.06	33	13.1%
T20 fences and barriers	253	4.36	0.06	33	13.0%
T34 use patrol equipment and protection	257	4.35	0.06	32	12.5%
T23 external lock and keycard systems	253	4.45	0.05	31	12.3%
T29 internal alarms	257	4.47	0.05	31	12.1%
T19 access gates	257	4.42	0.06	30	11.7%
T89 use proper radio techniques	262	4.38	0.06	28	10.7%
T88 check radio equipment	263	4.48	0.05	28	10.6%
T5 direct movement of people	258	3.86	0.07	27	10.5%
T36 define patrol type	259	4.13	0.06	26	10.0%
T66 defensive techniques	263	4.32	0.06	26	9.9%
T43 inspect for mechanical problems-foot	259	4.23	0.06	25	9.7%
T76 hazardous materials	261	4.51	0.06	25	9.6%
T7 conduct escorts	262	4.12	0.06	24	9.2%

T98 federal court system	264	4.11	0.06	24	<b>9.1%</b>
T63 methods of defense control	265	4.28	0.05	24	<b>9.1%</b>
T11 assure proper movmt of property	264	4.23	0.06	23	<b>8.7%</b>
T104 standard of proof criminal and civil	264	4.22	0.06	23	<b>8.7%</b>
T64 evaluate defense control risk	266	4.32	0.05	23	<b>8.6%</b>
T69 establish chain of custody	267	4.41	0.06	23	<b>8.6%</b>
T90 maintain security of client info-radio	266	4.58	0.04	22	<b>8.3%</b>
T113 use of force continuum	267	4.44	0.05	22	<b>8.2%</b>
T38 vary foot patrol	265	4.44	0.05	21	<b>7.9%</b>
T112 search and seizure	266	4.42	0.05	21	<b>7.9%</b>
T14 maintain visual check of mvmt of material	267	4.36	0.06	21	<b>7.9%</b>
T83 handle abusive phone calls-tele	268	4.26	0.06	21	<b>7.8%</b>
T97 VA court system	268	4.21	0.06	21	<b>7.8%</b>
T2 authenticate ID	266	4.42	0.05	20	<b>7.5%</b>
T21 inspect perimeter structures	268	4.38	0.06	20	<b>7.5%</b>
T107 use of self-defense	269	4.29	0.06	20	<b>7.4%</b>
T74 natural disasters	270	4.59	0.05	20	<b>7.4%</b>
T139 firearm reloading	151	4.59	0.06	11	<b>7.3%</b>
T114 courtroom testimony	268	4.35	0.06	19	<b>7.1%</b>
T81 handle multiple phone calls-tele	271	4.41	0.05	19	<b>7.0%</b>
T10 challenge people	266	4.57	0.05	18	<b>6.8%</b>
T140 firearm nomenclature	148	4.20	0.09	10	<b>6.8%</b>
T22 external alarms	269	4.52	0.05	18	<b>6.7%</b>
T48 patrol perimeters-foot	269	4.39	0.05	18	<b>6.7%</b>
T70 ensure continuity of operations	271	4.42	0.05	18	<b>6.6%</b>
T92 body language	271	4.32	0.05	18	<b>6.6%</b>
T136 firearm maintenance	152	4.45	0.07	10	<b>6.6%</b>
T41 inspect for block entry-foot	271	4.41	0.05	17	<b>6.3%</b>
T65 alternatives to confrontation	272	4.34	0.06	17	<b>6.3%</b>
T85 handle unusual phone requests-tele	273	4.04	0.06	17	<b>6.2%</b>
T4 control access to facility	268	4.50	0.06	16	<b>6.0%</b>
T15 control property	268	4.25	0.06	16	<b>6.0%</b>
T123 statements-reports	269	4.41	0.05	16	<b>5.9%</b>
T135 storage safety-firearms	152	4.62	0.07	9	<b>5.9%</b>
T138 firearm mechanical failure	153	4.52	0.07	9	<b>5.9%</b>
T47 assist employees-foot	273	4.14	0.06	16	<b>5.9%</b>
T67 protect evidence	273	4.62	0.05	16	<b>5.9%</b>
T72 bomb threats	273	4.68	0.05	16	<b>5.9%</b>
T134 range safety-firearms	154	4.79	0.04	9	<b>5.8%</b>
T149 barricade shooting	154	4.42	0.07	9	<b>5.8%</b>
T150 low lighting conditions	154	4.44	0.07	9	<b>5.8%</b>
T37 review patrol instructions and reports	274	4.36	0.06	16	<b>5.8%</b>
T101 due process	274	4.24	0.06	16	<b>5.8%</b>
T77 medical emergencies	275	4.63	0.05	16	<b>5.8%</b>
T44 inspect for security violations-foot	273	4.56	0.05	15	<b>5.5%</b>
T71 general crisis procedures	275	4.42	0.05	15	<b>5.5%</b>
T137 firearm ammunition	153	4.42	0.07	8	<b>5.2%</b>

T130 discharge firearms incident	154	4.81	0.05	8	<b>5.2%</b>
T141 stance	155	4.45	0.07	8	<b>5.2%</b>
T142 trigger control	155	4.60	0.06	8	<b>5.2%</b>
T143 grip	155	4.49	0.06	8	<b>5.2%</b>
T144 sight alignment	155	4.63	0.05	8	<b>5.2%</b>
T145 sight picture	155	4.63	0.05	8	<b>5.2%</b>
T146 point of aim	155	4.65	0.05	8	<b>5.2%</b>
T147 breathing	155	4.48	0.07	8	<b>5.2%</b>
T148 follow-through	155	4.48	0.06	8	<b>5.2%</b>
T42 inspect for hazards-foot	275	4.53	0.05	14	<b>5.1%</b>
T109 de-escalation techniques	275	4.35	0.06	14	<b>5.1%</b>
T33 vary patrol route	276	4.35	0.06	14	<b>5.1%</b>
T78 power failure	278	4.38	0.06	14	<b>5.0%</b>
T6 direct people causing disturbances	272	4.50	0.05	13	<b>4.8%</b>
T111 probable cause	274	4.45	0.05	13	<b>4.7%</b>
T124 miscellaneous reports	274	4.25	0.05	13	<b>4.7%</b>
T99 probable cause	277	4.44	0.05	13	<b>4.7%</b>
T84 take accurate phone messages-tele	278	4.46	0.05	13	<b>4.7%</b>
T132 theft firearms incident	153	4.76	0.06	7	<b>4.6%</b>
T125 armed registration vs concealed weapon	154	4.58	0.06	7	<b>4.5%</b>
T126 requirements for registration	155	4.57	0.06	7	<b>4.5%</b>
T127 renewal registration	156	4.49	0.06	7	<b>4.5%</b>
T24 monitor entrance and exit	272	4.50	0.05	12	<b>4.4%</b>
T39 inspect for unauthorized persons-foot	275	4.62	0.04	12	<b>4.4%</b>
T45 inspect for unlocked doors-foot	276	4.50	0.05	12	<b>4.3%</b>
T40 inspect for unsafe conditions-foot	277	4.47	0.05	12	<b>4.3%</b>
T68 protect scene	278	4.59	0.05	12	<b>4.3%</b>
T82 minimize interruptions on phone-tele	278	4.28	0.05	12	<b>4.3%</b>
T102 civil liability	278	4.30	0.06	12	<b>4.3%</b>
T103 liability	278	4.35	0.06	12	<b>4.3%</b>
T121 security officer daily report	276	4.49	0.05	11	<b>4.0%</b>
T1 assist visitors	278	4.33	0.05	11	<b>4.0%</b>
T46 inspect for suspicious activity-foot	278	4.61	0.04	11	<b>4.0%</b>
T79 violence in workplace	279	4.56	0.05	11	<b>3.9%</b>
T86 understand caller-tele	279	4.39	0.05	11	<b>3.9%</b>
T110 limitations of the power of arrest	279	4.51	0.05	11	<b>3.9%</b>
T131 loss firearms incident	154	4.75	0.06	6	<b>3.9%</b>
T128 civil and criminal liability-firearms	156	4.70	0.05	6	<b>3.8%</b>
T9 understand categories of AC	275	4.43	0.05	10	<b>3.6%</b>
T105 harassment and discrimination	276	4.47	0.05	10	<b>3.6%</b>
T96 US constitution and Bill of Rights	281	4.43	0.05	10	<b>3.6%</b>
T106 ethics	274	4.44	0.05	9	<b>3.3%</b>
T129 justifiable deadly force-firearms	156	4.82	0.04	5	<b>3.2%</b>
T80 communicate effectively-tele	282	4.54	0.04	9	<b>3.2%</b>
T133 on-duty safety-firearms	158	4.86	0.04	5	<b>3.2%</b>
T95 VA code of private security	280	4.56	0.05	8	<b>2.9%</b>
T49 protect against hazards-foot	281	4.69	0.04	8	<b>2.8%</b>

T87 maintain security of client info-tele	282	4.59	0.05	8	<b>2.8%</b>
T91 verbal communication	282	4.52	0.04	7	<b>2.5%</b>
T100 misdemeanor versus felony	284	4.40	0.06	7	<b>2.5%</b>
T122 incident reports	282	4.58	0.04	6	<b>2.1%</b>
T73 fire	285	4.73	0.04	6	<b>2.1%</b>
T108 legal and financial penalties	284	4.60	0.05	5	<b>1.8%</b>
T118 submit reports for review	284	4.35	0.05	5	<b>1.8%</b>
T120 avoid opinion and bias-reports	284	4.57	0.04	5	<b>1.8%</b>
T117 use professional language-reports	285	4.42	0.05	4	<b>1.4%</b>
T119 write complete and clear statements	285	4.55	0.04	4	<b>1.4%</b>
T115 report writing basics	286	4.66	0.04	4	<b>1.4%</b>
T116 note usual and unusual-reports	286	4.49	0.05	3	<b>1.0%</b>
T94 VA private security regulations	288	4.58	0.05	3	<b>1.0%</b>

# Tasks Sorted By Mean Importance Order

	N	Mean	Std. Error	Zero N	Zero Frequency
T32 internal types of lighting	235	<b>3.84</b>	0.08	51	21.7%
T27 external types of lighting	239	<b>3.85</b>	0.07	42	17.6%
T5 direct movement of people	258	<b>3.86</b>	0.07	27	10.5%
T17 collect docs related to vehicle mvmt	214	<b>3.87</b>	0.08	74	34.6%
T16 control vehicle mvmt	246	<b>3.98</b>	0.07	42	17.1%
T93 electronic communication	208	<b>4.01</b>	0.08	82	39.4%
T85 handle unusual phone requests-tele	273	<b>4.04</b>	0.06	17	6.2%
T18 examine vehicle contents	226	<b>4.05</b>	0.07	62	27.4%
T35 test patrol equipment	250	<b>4.10</b>	0.07	38	15.2%
T26 external remote access devices	209	<b>4.10</b>	0.07	75	35.9%
T98 federal court system	264	<b>4.11</b>	0.06	24	9.1%
T7 conduct escorts	262	<b>4.12</b>	0.06	24	9.2%
T3 issue ID card	198	<b>4.13</b>	0.08	87	43.9%
T36 define patrol type	259	<b>4.13</b>	0.06	26	10.0%
T47 assist employees-foot	273	<b>4.14</b>	0.06	16	5.9%
T56 patrol for mechanical problems-vehicle	214	<b>4.16</b>	0.07	72	33.6%
T31 internal remote access devices	213	<b>4.16</b>	0.07	72	33.8%
T60 assist employees-vehicles	224	<b>4.16</b>	0.07	63	28.1%
T140 firearm nomenclature	148	<b>4.20</b>	0.09	10	6.8%
T28 control room operations	215	<b>4.21</b>	0.07	70	32.6%
T8 obtain clearance for visitors	252	<b>4.21</b>	0.06	33	13.1%
T97 VA court system	268	<b>4.21</b>	0.06	21	7.8%
T104 standard of proof criminal and civil	264	<b>4.22</b>	0.06	23	8.7%
T12 check outgoing material for theft	249	<b>4.23</b>	0.06	39	15.7%
T11 assure proper movmt of property	264	<b>4.23</b>	0.06	23	8.7%
T43 inspect for mechanical problems-foot	259	<b>4.23</b>	0.06	25	9.7%
T101 due process	274	<b>4.24</b>	0.06	16	5.8%
T124 miscellaneous reports	274	<b>4.25</b>	0.05	13	4.7%
T15 control property	268	<b>4.25</b>	0.06	16	6.0%
T83 handle abusive phone calls-tele	268	<b>4.26</b>	0.06	21	7.8%
T51 inspect vehicle before patrol	205	<b>4.27</b>	0.07	80	39.0%
T13 Maintain property mvmt documents	235	<b>4.27</b>	0.06	51	21.7%
T63 methods of defense control	265	<b>4.28</b>	0.05	24	9.1%
T82 minimize interruptions on phone-tele	278	<b>4.28</b>	0.05	12	4.3%
T107 use of self-defense	269	<b>4.29</b>	0.06	20	7.4%
T102 civil liability	278	<b>4.30</b>	0.06	12	4.3%
T66 defensive techniques	263	<b>4.32</b>	0.06	26	9.9%
T50 observe traffic laws-vehicle	212	<b>4.32</b>	0.07	77	36.3%
T92 body language	271	<b>4.32</b>	0.05	18	6.6%
T64 evaluate defense control risk	266	<b>4.32</b>	0.05	23	8.6%
T1 assist visitors	278	<b>4.33</b>	0.05	11	4.0%
T65 alternatives to confrontation	272	<b>4.34</b>	0.06	17	6.3%
T103 liability	278	<b>4.35</b>	0.06	12	4.3%
T109 de-escalation techniques	275	<b>4.35</b>	0.06	14	5.1%
T33 vary patrol route	276	<b>4.35</b>	0.06	14	5.1%



T34 use patrol equipment and protection	257	<b>4.35</b>	0.06	32	12.5%
T114 courtroom testimony	268	<b>4.35</b>	0.06	19	7.1%
T118 submit reports for review	284	<b>4.35</b>	0.05	5	1.8%
T20 fences and barriers	253	<b>4.36</b>	0.06	33	13.0%
T14 maintain visual check of mvmt of material	267	<b>4.36</b>	0.06	21	7.9%
T37 review patrol instructions and reports	274	<b>4.36</b>	0.06	16	5.8%
T89 use proper radio techniques	262	<b>4.38</b>	0.06	28	10.7%
T25 monitor CCTV	227	<b>4.38</b>	0.06	59	26.0%
T21 inspect perimeter structures	268	<b>4.38</b>	0.06	20	7.5%
T78 power failure	278	<b>4.38</b>	0.06	14	5.0%
T55 patrol for hazards-vehicle	225	<b>4.39</b>	0.06	61	27.1%
T53 patrol for unsafe conditions-vehicle	221	<b>4.39</b>	0.06	64	29.0%
T48 patrol perimeters-foot	269	<b>4.39</b>	0.05	18	6.7%
T86 understand caller-tele	279	<b>4.39</b>	0.05	11	3.9%
T54 patrol for blocked entry-vehicle	222	<b>4.40</b>	0.06	64	28.8%
T100 misdemeanor versus felony	284	<b>4.40</b>	0.06	7	2.5%
T69 establish chain of custody	267	<b>4.41</b>	0.06	23	8.6%
T123 statements-reports	269	<b>4.41</b>	0.05	16	5.9%
T41 inspect for block entry-foot	271	<b>4.41</b>	0.05	17	6.3%
T81 handle multiple phone calls-tele	271	<b>4.41</b>	0.05	19	7.0%
T149 barricade shooting	154	<b>4.42</b>	0.07	9	5.8%
T30 internal lock and keycard	243	<b>4.42</b>	0.06	43	17.7%
T19 access gates	257	<b>4.42</b>	0.06	30	11.7%
T137 firearm ammunition	153	<b>4.42</b>	0.07	8	5.2%
T117 use professional language-reports	285	<b>4.42</b>	0.05	4	1.4%
T71 general crisis procedures	275	<b>4.42</b>	0.05	15	5.5%
T70 ensure continuity of operations	271	<b>4.42</b>	0.05	18	6.6%
T2 authenticate ID	266	<b>4.42</b>	0.05	20	7.5%
T112 search and seizure	266	<b>4.42</b>	0.05	21	7.9%
T96 US constitution and Bill of Rights	281	<b>4.43</b>	0.05	10	3.6%
T9 understand categories of AC	275	<b>4.43</b>	0.05	10	3.6%
T75 elevator emergency	246	<b>4.43</b>	0.06	45	18.3%
T99 probable cause	277	<b>4.44</b>	0.05	13	4.7%
T61 patrol perimeters-vehicle	222	<b>4.44</b>	0.06	64	28.8%
T106 ethics	274	<b>4.44</b>	0.05	9	3.3%
T38 vary foot patrol	265	<b>4.44</b>	0.05	21	7.9%
T150 low lighting conditions	154	<b>4.44</b>	0.07	9	5.8%
T113 use of force continuum	267	<b>4.44</b>	0.05	22	8.2%
T141 stance	155	<b>4.45</b>	0.07	8	5.2%
T23 external lock and keycard systems	253	<b>4.45</b>	0.05	31	12.3%
T136 firearm maintenance	152	<b>4.45</b>	0.07	10	6.6%
T111 probable cause	274	<b>4.45</b>	0.05	13	4.7%
T52 patrol for unauthorized persons-vehicle	222	<b>4.45</b>	0.06	66	29.7%
T84 take accurate phone messages-tele	278	<b>4.46</b>	0.05	13	4.7%
T40 inspect for unsafe conditions-foot	277	<b>4.47</b>	0.05	12	4.3%
T57 patrol for security violations-vehicle	221	<b>4.47</b>	0.06	65	29.4%
T58 patrol for unlocked doors-vehicle	218	<b>4.47</b>	0.06	66	30.3%

T29 internal alarms	257	<b>4.47</b>	0.05	31	12.1%
T105 harassment and discrimination	276	<b>4.47</b>	0.05	10	3.6%
T88 check radio equipment	263	<b>4.48</b>	0.05	28	10.6%
T147 breathing	155	<b>4.48</b>	0.07	8	5.2%
T148 follow-through	155	<b>4.48</b>	0.06	8	5.2%
T121 security officer daily report	276	<b>4.49</b>	0.05	11	4.0%
T116 note usual and unusual-reports	286	<b>4.49</b>	0.05	3	1.0%
T143 grip	155	<b>4.49</b>	0.06	8	5.2%
T127 renewal registration	156	<b>4.49</b>	0.06	7	4.5%
T24 monitor entrance and exit	272	<b>4.50</b>	0.05	12	4.4%
T4 control access to facility	268	<b>4.50</b>	0.06	16	6.0%
T6 direct people causing disturbances	272	<b>4.50</b>	0.05	13	4.8%
T45 inspect for unlocked doors-foot	276	<b>4.50</b>	0.05	12	4.3%
T110 limitations of the power of arrest	279	<b>4.51</b>	0.05	11	3.9%
T76 hazardous materials	261	<b>4.51</b>	0.06	25	9.6%
T22 external alarms	269	<b>4.52</b>	0.05	18	6.7%
T138 firearm mechanical failure	153	<b>4.52</b>	0.07	9	5.9%
T91 verbal communication	282	<b>4.52</b>	0.04	7	2.5%
T42 inspect for hazards-foot	275	<b>4.53</b>	0.05	14	5.1%
T80 communicate effectively-tele	282	<b>4.54</b>	0.04	9	3.2%
T119 write complete and clear statements	285	<b>4.55</b>	0.04	4	1.4%
T79 violence in workplace	279	<b>4.56</b>	0.05	11	3.9%
T44 inspect for security violations-foot	273	<b>4.56</b>	0.05	15	5.5%
T95 VA code of private security	280	<b>4.56</b>	0.05	8	2.9%
T126 requirements for registration	155	<b>4.57</b>	0.06	7	4.5%
T120 avoid opinion and bias-reports	284	<b>4.57</b>	0.04	5	1.8%
T10 challenge people	266	<b>4.57</b>	0.05	18	6.8%
T94 VA private security regulations	288	<b>4.58</b>	0.05	3	1.0%
T122 incident reports	282	<b>4.58</b>	0.04	6	2.1%
T90 maintain security of client info-radio	266	<b>4.58</b>	0.04	22	8.3%
T125 armed registration vs concealed weapon	154	<b>4.58</b>	0.06	7	4.5%
T87 maintain security of client info-tele	282	<b>4.59</b>	0.05	8	2.8%
T74 natural disasters	270	<b>4.59</b>	0.05	20	7.4%
T139 firearm reloading	151	<b>4.59</b>	0.06	11	7.3%
T68 protect scene	278	<b>4.59</b>	0.05	12	4.3%
T108 legal and financial penalties	284	<b>4.60</b>	0.05	5	1.8%
T142 trigger control	155	<b>4.60</b>	0.06	8	5.2%
T46 inspect for suspicious activity-foot	278	<b>4.61</b>	0.04	11	4.0%
T135 storage safety-firearms	152	<b>4.62</b>	0.07	9	5.9%
T39 inspect for unauthorized persons-foot	275	<b>4.62</b>	0.04	12	4.4%
T67 protect evidence	273	<b>4.62</b>	0.05	16	5.9%
T77 medical emergencies	275	<b>4.63</b>	0.05	16	5.8%
T59 patrol for suspicious activity-vehicle	225	<b>4.63</b>	0.05	60	26.7%
T144 sight alignment	155	<b>4.63</b>	0.05	8	5.2%
T145 sight picture	155	<b>4.63</b>	0.05	8	5.2%
T146 point of aim	155	<b>4.65</b>	0.05	8	5.2%
T62 protect against hazards-vehicle	224	<b>4.65</b>	0.05	59	26.3%

T115 report writing basics	286	<b>4.66</b>	0.04	4	1.4%
T72 bomb threats	273	<b>4.68</b>	0.05	16	5.9%
T49 protect against hazards-foot	281	<b>4.69</b>	0.04	8	2.8%
T128 civil and criminal liability-firearms	156	<b>4.70</b>	0.05	6	3.8%
T73 fire	285	<b>4.73</b>	0.04	6	2.1%
T131 loss firearms incident	154	<b>4.75</b>	0.06	6	3.9%
T132 theft firearms incident	153	<b>4.76</b>	0.06	7	4.6%
T134 range safety-firearms	154	<b>4.79</b>	0.04	9	5.8%
T130 discharge firearms incident	154	<b>4.81</b>	0.05	8	5.2%
T129 justifiable deadly force-firearms	156	<b>4.82</b>	0.04	5	3.2%
T133 on-duty safety-firearms	158	<b>4.86</b>	0.04	5	3.2%

Subgroup Analysis  
Mean Importance Order  
By  
Armed versus Unarmed

	Registered Armed			Certified Unarmed		
T1 assist visitors	139	<b>4.317</b>	0.074	128	<b>4.336</b>	0.074
T2 authenticate ID	132	<b>4.432</b>	0.070	123	<b>4.439</b>	0.085
T3 issue ID card	94	<b>4.138</b>	0.110	97	<b>4.103</b>	0.119
T4 control access to facility	137	<b>4.511</b>	0.078	121	<b>4.529</b>	0.081
T5 direct movement of people	134	<b>3.940</b>	0.087	114	<b>3.825</b>	0.104
T6 direct people causing disturbances	141	<b>4.546</b>	0.069	120	<b>4.442</b>	0.084
T7 conduct escorts	135	<b>4.185</b>	0.080	116	<b>4.103</b>	0.105
T8 obtain clearance for visitors	126	<b>4.238</b>	0.089	116	<b>4.190</b>	0.093
T9 understand categories of AC	138	<b>4.471</b>	0.073	126	<b>4.413</b>	0.073
T10 challenge people	138	<b>4.587</b>	0.069	117	<b>4.547</b>	0.077
T11 assure proper movmt of property	134	<b>4.112</b>	0.085	119	<b>4.378</b>	0.081
T12 check outgoing material for theft	127	<b>4.134</b>	0.095	113	<b>4.372</b>	0.089
T13 Maintain property mvmt documents	117	<b>4.197</b>	0.092	110	<b>4.345</b>	0.084
T14 maintain visual check of mvmt of material	137	<b>4.307</b>	0.080	120	<b>4.450</b>	0.078
T15 control property	134	<b>4.187</b>	0.081	123	<b>4.350</b>	0.083
T16 control vehicle mvmt	125	<b>4.072</b>	0.087	112	<b>3.884</b>	0.107
T17 collect docs related to vehicle mvmt	108	<b>3.935</b>	0.105	99	<b>3.798</b>	0.126
T18 examine vehicle contents	120	<b>4.083</b>	0.103	97	<b>4.031</b>	0.114
T19 access gates	132	<b>4.402</b>	0.080	116	<b>4.483</b>	0.083
T20 fences and barriers	131	<b>4.344</b>	0.081	111	<b>4.405</b>	0.081
T21 inspect perimeter structures	137	<b>4.467</b>	0.071	120	<b>4.283</b>	0.090
T22 external alarms	135	<b>4.570</b>	0.065	124	<b>4.476</b>	0.080
T23 external lock and keycard systems	131	<b>4.473</b>	0.075	111	<b>4.450</b>	0.083
T24 monitor entrance and exit	135	<b>4.474</b>	0.074	127	<b>4.535</b>	0.066
T25 monitor CCTV	119	<b>4.311</b>	0.086	100	<b>4.480</b>	0.087
T26 external remote access devices	108	<b>4.046</b>	0.106	94	<b>4.181</b>	0.099
T27 external types of lighting	128	<b>3.859</b>	0.109	101	<b>3.832</b>	0.110
T28 control room operations	109	<b>4.147</b>	0.101	99	<b>4.303</b>	0.092
T29 internal alarms	131	<b>4.496</b>	0.075	117	<b>4.453</b>	0.079
T30 internal lock and keycard	126	<b>4.476</b>	0.072	107	<b>4.374</b>	0.094
T31 internal remote access devices	112	<b>4.089</b>	0.105	94	<b>4.277</b>	0.094
T32 internal types of lighting	124	<b>3.774</b>	0.114	101	<b>3.891</b>	0.113
T33 vary patrol route	142	<b>4.423</b>	0.072	122	<b>4.270</b>	0.093
T34 use patrol equipment and protection	138	<b>4.500</b>	0.065	109	<b>4.202</b>	0.110
T35 test patrol equipment	134	<b>4.172</b>	0.089	107	<b>4.056</b>	0.111
T36 define patrol type	139	<b>4.194</b>	0.080	110	<b>4.055</b>	0.099
T37 review patrol instructions and reports	140	<b>4.357</b>	0.081	121	<b>4.380</b>	0.087
T38 vary foot patrol	135	<b>4.504</b>	0.070	118	<b>4.398</b>	0.087
T39 inspect for unauthorized persons-foot	141	<b>4.660</b>	0.057	122	<b>4.590</b>	0.072
T40 inspect for unsafe conditions-foot	143	<b>4.441</b>	0.070	122	<b>4.484</b>	0.071
T41 inspect for block entry-foot	142	<b>4.380</b>	0.073	118	<b>4.432</b>	0.078
T42 inspect for hazards-foot	142	<b>4.493</b>	0.067	121	<b>4.562</b>	0.068
T43 inspect for mechanical problems-foot	134	<b>4.246</b>	0.082	114	<b>4.228</b>	0.092
T44 inspect for security violations-foot	141	<b>4.539</b>	0.064	120	<b>4.608</b>	0.071
T45 inspect for unlocked doors-foot	142	<b>4.521</b>	0.069	122	<b>4.500</b>	0.071
T46 inspect for suspicious activity-foot	143	<b>4.671</b>	0.061	123	<b>4.553</b>	0.068

T47	assist employees-foot	142	<b>4.155</b>	0.077	119	<b>4.118</b>	0.096
T48	patrol perimeters-foot	138	<b>4.420</b>	0.070	120	<b>4.367</b>	0.078
T49	protect against hazards-foot	143	<b>4.720</b>	0.048	126	<b>4.659</b>	0.064
T50	observe traffic laws-vehicle	116	<b>4.328</b>	0.089	87	<b>4.356</b>	0.101
T51	inspect vehicle before patrol	115	<b>4.313</b>	0.084	80	<b>4.263</b>	0.111
T52	patrol for unauthorized persons-vehicle	122	<b>4.467</b>	0.074	90	<b>4.467</b>	0.098
T53	patrol for unsafe conditions-vehicle	122	<b>4.328</b>	0.085	89	<b>4.483</b>	0.096
T54	patrol for blocked entry-vehicle	123	<b>4.301</b>	0.086	89	<b>4.551</b>	0.086
T55	patrol for hazards-vehicle	123	<b>4.341</b>	0.082	92	<b>4.467</b>	0.092
T56	patrol for mechanical problems-vehicle	118	<b>4.144</b>	0.096	86	<b>4.209</b>	0.102
T57	patrol for security violations-vehicle	122	<b>4.516</b>	0.072	89	<b>4.449</b>	0.097
T58	patrol for unlocked doors-vehicle	122	<b>4.484</b>	0.074	87	<b>4.494</b>	0.091
T59	patrol for suspicious activity-vehicle	122	<b>4.664</b>	0.058	93	<b>4.634</b>	0.073
T60	assist employees-vehicles	121	<b>4.083</b>	0.093	93	<b>4.301</b>	0.102
T61	patrol perimeters-vehicle	122	<b>4.467</b>	0.072	90	<b>4.444</b>	0.095
T62	protect against hazards-vehicle	124	<b>4.718</b>	0.053	91	<b>4.604</b>	0.090
T63	methods of defense control	141	<b>4.426</b>	0.069	113	<b>4.097</b>	0.091
T64	evaluate defense control risk	139	<b>4.504</b>	0.064	116	<b>4.138</b>	0.088
T65	alternatives to confrontation	142	<b>4.472</b>	0.072	119	<b>4.185</b>	0.097
T66	defensive techniques	139	<b>4.460</b>	0.070	113	<b>4.142</b>	0.103
T67	protect evidence	141	<b>4.645</b>	0.066	121	<b>4.612</b>	0.072
T68	protect scene	141	<b>4.660</b>	0.059	125	<b>4.520</b>	0.082
T69	establish chain of custody	139	<b>4.482</b>	0.075	117	<b>4.342</b>	0.091
T70	ensure continuity of operations	139	<b>4.403</b>	0.068	122	<b>4.459</b>	0.076
T71	general crisis procedures	141	<b>4.390</b>	0.066	122	<b>4.475</b>	0.066
T72	bomb threats	138	<b>4.667</b>	0.066	124	<b>4.694</b>	0.071
T73	fire	143	<b>4.720</b>	0.059	130	<b>4.731</b>	0.057
T74	natural disasters	136	<b>4.603</b>	0.069	123	<b>4.569</b>	0.074
T75	elevator emergency	128	<b>4.484</b>	0.071	108	<b>4.380</b>	0.098
T76	hazardous materials	132	<b>4.492</b>	0.082	118	<b>4.508</b>	0.084
T77	medical emergencies	139	<b>4.640</b>	0.064	124	<b>4.605</b>	0.075
T78	power failure	139	<b>4.266</b>	0.085	127	<b>4.496</b>	0.074
T79	violence in workplace	142	<b>4.606</b>	0.063	126	<b>4.476</b>	0.083
T80	communicate effectively-tele	142	<b>4.507</b>	0.062	128	<b>4.570</b>	0.059
T81	handle multiple phone calls-tele	137	<b>4.394</b>	0.072	123	<b>4.431</b>	0.072
T82	minimize interruptions on phone-tele	142	<b>4.261</b>	0.073	125	<b>4.312</b>	0.078
T83	handle abusive phone calls-tele	137	<b>4.234</b>	0.079	122	<b>4.303</b>	0.083
T84	take accurate phone messages-tele	141	<b>4.418</b>	0.072	125	<b>4.496</b>	0.070
T85	handle unusual phone requests-tele	139	<b>4.036</b>	0.093	124	<b>4.040</b>	0.092
T86	understand caller-tele	142	<b>4.401</b>	0.070	127	<b>4.394</b>	0.074
T87	maintain security of client info-tele	142	<b>4.556</b>	0.064	128	<b>4.602</b>	0.070
T88	check radio equipment	135	<b>4.452</b>	0.081	118	<b>4.492</b>	0.078
T89	use proper radio techniques	134	<b>4.381</b>	0.085	118	<b>4.373</b>	0.079
T90	maintain security of client info-radio	134	<b>4.582</b>	0.063	122	<b>4.582</b>	0.067
T91	verbal communication	143	<b>4.524</b>	0.061	128	<b>4.531</b>	0.068
T92	body language	140	<b>4.321</b>	0.081	120	<b>4.342</b>	0.076
T93	electronic communication	112	<b>4.054</b>	0.106	88	<b>3.920</b>	0.123
T94	VA private security regulations	144	<b>4.632</b>	0.061	132	<b>4.523</b>	0.068
T95	VA code of private security	142	<b>4.641</b>	0.059	126	<b>4.484</b>	0.075

T96 US constitution and Bill of Rights	144	<b>4.521</b>	0.066	125	<b>4.336</b>	0.079
T97 VA court system	138	<b>4.290</b>	0.084	118	<b>4.144</b>	0.088
T98 federal court system	135	<b>4.193</b>	0.091	119	<b>4.034</b>	0.095
T99 probable cause	142	<b>4.599</b>	0.066	123	<b>4.236</b>	0.084
T100 misdemeanor versus felony	144	<b>4.549</b>	0.071	128	<b>4.258</b>	0.091
T101 due process	142	<b>4.359</b>	0.083	120	<b>4.117</b>	0.091
T102 civil liability	144	<b>4.410</b>	0.077	122	<b>4.164</b>	0.087
T103 liability	144	<b>4.479</b>	0.076	122	<b>4.164</b>	0.089
T104 standard of proof criminal and civil	140	<b>4.243</b>	0.084	112	<b>4.161</b>	0.092
T105 harassment and discrimination	143	<b>4.517</b>	0.068	121	<b>4.430</b>	0.069
T106 ethics	142	<b>4.479</b>	0.073	121	<b>4.372</b>	0.079
T107 use of self-defense	142	<b>4.479</b>	0.073	115	<b>4.061</b>	0.100
T108 legal and financial penalties	145	<b>4.717</b>	0.053	127	<b>4.449</b>	0.076
T109 de-escalation techniques	142	<b>4.486</b>	0.067	121	<b>4.149</b>	0.094
T110 limitations of the power of arrest	144	<b>4.611</b>	0.059	123	<b>4.358</b>	0.086
T111 probable cause	143	<b>4.643</b>	0.060	119	<b>4.193</b>	0.091
T112 search and seizure	142	<b>4.556</b>	0.070	112	<b>4.241</b>	0.091
T113 use of force continuum	145	<b>4.586</b>	0.062	110	<b>4.227</b>	0.095
T114 courtroom testimony	138	<b>4.370</b>	0.082	118	<b>4.305</b>	0.096
T115 report writing basics	144	<b>4.681</b>	0.050	130	<b>4.631</b>	0.070
T116 note usual and unusual-reports	144	<b>4.458</b>	0.067	130	<b>4.515</b>	0.065
T117 use professional language-reports	144	<b>4.410</b>	0.069	129	<b>4.426</b>	0.077
T118 submit reports for review	144	<b>4.333</b>	0.065	128	<b>4.359</b>	0.078
T119 write complete and clear statements	144	<b>4.535</b>	0.063	129	<b>4.558</b>	0.065
T120 avoid opinion and bias-reports	144	<b>4.563</b>	0.061	128	<b>4.586</b>	0.068
T121 security officer daily report	141	<b>4.489</b>	0.066	124	<b>4.484</b>	0.074
T122 incident reports	144	<b>4.549</b>	0.059	127	<b>4.606</b>	0.063
T123 statements-reports	137	<b>4.409</b>	0.070	121	<b>4.397</b>	0.081
T124 miscellaneous reports	138	<b>4.261</b>	0.073	125	<b>4.208</b>	0.087

Subgroup Analysis  
Mean Importance Order  
By  
Level of Experience



	Less than 3			3 to 6			7 to 10			More than 10		
T1 assist visitors	58	4.22	0.11	90	4.30	0.09	44	4.39	0.15	85	4.4	0.08
T2 authenticate ID	56	4.38	0.12	85	4.47	0.09	42	4.26	0.16	82	4.49	0.09
T3 issue ID card	41	4.17	0.16	56	4.16	0.15	33	4.06	0.2	67	4.09	0.14
T4 control access to facility	55	4.44	0.13	88	4.48	0.1	42	4.26	0.17	82	4.68	0.08
T5 direct movement of people	55	3.82	0.13	82	3.91	0.11	41	4.00	0.18	80	3.78	0.12
T6 direct people causing disturbances	56	4.66	0.07	91	4.45	0.1	41	4.54	0.11	83	4.42	0.11
T7 conduct escorts	54	4.26	0.13	80	4.23	0.11	42	4.05	0.17	85	3.96	0.12
T8 obtain clearance for visitors	57	4.19	0.13	81	4.27	0.11	39	4.05	0.16	74	4.23	0.11
T9 understand categories of AC	56	4.52	0.1	90	4.41	0.09	44	4.36	0.12	84	4.43	0.1
T10 challenge people	56	4.54	0.1	87	4.55	0.1	45	4.49	0.13	78	4.67	0.08
T11 assure proper movmt of property	55	4.11	0.13	84	4.40	0.08	41	4.12	0.18	83	4.18	0.11
T12 check outgoing material for theft	50	4.14	0.17	78	4.22	0.12	43	4.12	0.18	77	4.35	0.09
T13 Maintain property mvmt documents	50	4.26	0.14	69	4.38	0.1	39	4.1	0.19	76	4.26	0.1
T14 maintain visual check of mvmt of material	56	4.30	0.14	88	4.43	0.08	44	4.09	0.17	78	4.47	0.09
T15 control property	57	4.28	0.13	89	4.36	0.09	42	4.07	0.17	79	4.2	0.1
T16 control vehicle mvmt	48	4.04	0.15	81	3.95	0.11	38	4.05	0.16	78	3.94	0.13
T17 collect docs related to vehicle mvmt	43	4.02	0.16	67	3.90	0.15	37	3.62	0.2	66	3.86	0.15
T18 examine vehicle contents	47	4.11	0.16	72	4.03	0.14	38	3.82	0.19	68	4.16	0.13
T19 access gates	53	4.40	0.11	85	4.51	0.09	40	4.33	0.17	78	4.37	0.11
T20 fences and barriers	51	4.29	0.11	83	4.43	0.1	39	4.31	0.16	79	4.33	0.1
T21 inspect perimeter structures	52	4.29	0.13	89	4.49	0.08	45	4.22	0.16	81	4.4	0.1
T22 external alarms	54	4.5	0.1	86	4.63	0.07	43	4.44	0.13	85	4.46	0.11
T23 external lock and keycard systems	50	4.34	0.14	84	4.56	0.08	39	4.28	0.16	79	4.47	0.09
T24 monitor entrance and exit	57	4.46	0.1	92	4.58	0.07	43	4.42	0.13	79	4.47	0.1
T25 monitor CCTV	48	4.42	0.13	72	4.38	0.11	37	4.3	0.15	69	4.39	0.12
T26 external remote access devices	43	4.23	0.14	62	4.03	0.14	35	4.03	0.18	68	4.1	0.13
T27 external types of lighting	49	3.86	0.15	75	3.81	0.14	40	3.83	0.2	74	3.89	0.13
T28 control room operations	45	4.27	0.13	67	4.22	0.13	35	4.14	0.15	67	4.18	0.13
T29 internal alarms	56	4.46	0.11	81	4.42	0.1	40	4.5	0.13	79	4.51	0.1
T30 internal lock and keycard	52	4.37	0.13	76	4.5	0.09	39	4.33	0.15	75	4.4	0.11
T31 internal remote access devices	47	4.19	0.14	69	4.22	0.13	34	4.09	0.17	62	4.1	0.14
T32 internal types of lighting	51	3.75	0.17	73	3.84	0.14	38	4.03	0.18	72	3.79	0.14
T33 vary patrol route	57	4.44	0.12	88	4.38	0.09	45	4.27	0.15	85	4.29	0.1
T34 use patrol equipment and protection	54	4.43	0.13	81	4.25	0.11	40	4.53	0.13	81	4.31	0.12
T35 test patrol equipment	54	4.24	0.13	77	3.97	0.13	40	4.13	0.16	78	4.1	0.13
T36 define patrol type	56	4.09	0.14	79	4.1	0.1	42	4.21	0.15	81	4.12	0.11
T37 review patrol instructions and reports	57	4.4	0.13	89	4.38	0.1	42	4.26	0.16	85	4.36	0.1
T38 vary foot patrol	56	4.38	0.13	87	4.47	0.1	41	4.34	0.15	80	4.5	0.09
T39 inspect for unauthorized persons-foot	56	4.73	0.07	91	4.63	0.08	43	4.72	0.1	84	4.49	0.09
T40 inspect for unsafe conditions-foot	58	4.47	0.11	89	4.48	0.09	44	4.48	0.12	86	4.44	0.08
T41 inspect for block entry-foot	58	4.52	0.11	87	4.37	0.09	42	4.45	0.15	84	4.37	0.09
T42 inspect for hazards-foot	58	4.57	0.1	88	4.57	0.08	43	4.51	0.11	85	4.47	0.09
T43 inspect for mechanical problems-foot	55	4.24	0.12	81	4.27	0.1	41	4.32	0.15	82	4.15	0.11
T44 inspect for security violations-foot	58	4.6	0.1	91	4.56	0.08	42	4.52	0.12	82	4.55	0.09
T45 inspect for unlocked doors-foot	58	4.6	0.1	90	4.48	0.09	44	4.52	0.11	83	4.45	0.09
T46 inspect for suspicious activity-foot	58	4.67	0.08	90	4.57	0.09	45	4.69	0.1	84	4.56	0.09
T47 assist employees-foot	60	4.05	0.13	88	4.22	0.1	41	4.29	0.14	83	4.04	0.11
T48 patrol perimeters-foot	56	4.34	0.12	85	4.53	0.08	44	4.3	0.13	83	4.33	0.09
T49 protect against hazards-foot	60	4.62	0.1	89	4.74	0.07	45	4.71	0.08	86	4.69	0.06

T50 observe traffic laws-vehicle	45	4.16	0.16	66	4.33	0.12	35	4.51	0.16	65	4.31	0.11
T51 inspect vehicle before patrol	43	4.3	0.13	63	4.27	0.12	33	4.36	0.16	65	4.18	0.13
T52 patrol for unauthorized persons-vehicle	45	4.53	0.11	70	4.36	0.13	37	4.46	0.15	69	4.49	0.09
T53 patrol for unsafe conditions-vehicle	45	4.49	0.11	71	4.18	0.14	35	4.43	0.17	69	4.51	0.09
T54 patrol for blocked entry-vehicle	45	4.51	0.1	70	4.26	0.13	35	4.46	0.15	71	4.42	0.11
T55 patrol for hazards-vehicle	45	4.51	0.1	71	4.21	0.13	36	4.47	0.15	72	4.43	0.09
T56 patrol for mechanical problems-vehicle	45	4.09	0.13	67	4.09	0.14	34	4.35	0.17	67	4.16	0.12
T57 patrol for security violations-vehicle	45	4.6	0.1	70	4.33	0.12	36	4.53	0.13	70	4.49	0.1
T58 patrol for unlocked doors-vehicle	44	4.55	0.11	68	4.31	0.12	35	4.69	0.1	71	4.46	0.1
T59 patrol for suspicious activity-vehicle	45	4.71	0.08	71	4.52	0.1	37	4.73	0.11	71	4.62	0.08
T60 assist employees-vehicles	47	4.13	0.13	69	4.19	0.13	35	4.29	0.15	72	4.08	0.13
T61 patrol perimeters-vehicle	44	4.5	0.11	70	4.34	0.12	38	4.32	0.16	69	4.55	0.09
T62 protect against hazards-vehicle	46	4.59	0.11	70	4.6	0.11	37	4.7	0.11	70	4.71	0.08
T63 methods of defense control	55	4.42	0.1	85	4.27	0.1	42	4.26	0.16	83	4.2	0.1
T64 evaluate defense control risk	54	4.46	0.09	87	4.26	0.1	42	4.48	0.12	83	4.22	0.1
T65 alternatives to confrontation	56	4.34	0.11	89	4.38	0.1	42	4.52	0.13	85	4.2	0.11
T66 defensive techniques	55	4.49	0.11	83	4.33	0.1	41	4.32	0.17	83	4.19	0.11
T67 protect evidence	59	4.68	0.1	88	4.63	0.09	42	4.62	0.11	84	4.58	0.09
T68 protect scene	59	4.73	0.08	89	4.57	0.09	43	4.42	0.14	86	4.6	0.08
T69 establish chain of custody	56	4.55	0.1	85	4.42	0.09	42	4.26	0.17	84	4.37	0.11
T70 ensure continuity of operations	60	4.5	0.1	87	4.45	0.08	44	4.39	0.14	80	4.36	0.09
T71 general crisis procedures	59	4.41	0.1	88	4.42	0.08	44	4.48	0.12	84	4.4	0.08
T72 bomb threats	59	4.69	0.09	86	4.67	0.09	43	4.65	0.12	84	4.7	0.08
T73 fire	60	4.72	0.09	91	4.67	0.09	46	4.76	0.08	87	4.79	0.05
T74 natural disasters	57	4.6	0.1	85	4.54	0.1	42	4.55	0.15	85	4.65	0.08
T75 elevator emergency	53	4.49	0.1	78	4.38	0.11	40	4.53	0.13	74	4.39	0.11
T76 hazardous materials	53	4.6	0.09	85	4.45	0.11	43	4.44	0.15	79	4.54	0.1
T77 medical emergencies	58	4.6	0.11	87	4.61	0.08	44	4.68	0.12	85	4.62	0.08
T78 power failure	57	4.49	0.11	89	4.3	0.1	45	4.33	0.13	86	4.41	0.11
T79 violence in workplace	59	4.53	0.1	90	4.49	0.1	44	4.61	0.11	85	4.62	0.08
T80 communicate effectively-tele	60	4.6	0.08	91	4.48	0.08	44	4.64	0.1	87	4.51	0.08
T81 handle multiple phone calls-tele	57	4.44	0.09	85	4.38	0.1	43	4.53	0.11	85	4.39	0.09
T82 minimize interruptions on phone-tele	60	4.27	0.12	89	4.3	0.09	43	4.42	0.11	85	4.19	0.1
T83 handle abusive phone calls-tele	58	4.16	0.13	86	4.26	0.1	43	4.42	0.14	80	4.25	0.09
T84 take accurate phone messages-tele	59	4.49	0.11	89	4.36	0.09	42	4.62	0.12	87	4.45	0.08
T85 handle unusual phone requests-tele	59	3.98	0.15	88	4.03	0.11	43	4.23	0.16	83	3.99	0.11
T86 understand caller-tele	60	4.43	0.11	90	4.34	0.09	43	4.51	0.11	85	4.35	0.09
T87 maintain security of client info-tele	61	4.61	0.11	90	4.52	0.09	45	4.58	0.11	85	4.64	0.07
T88 check radio equipment	59	4.63	0.09	84	4.35	0.11	42	4.6	0.12	77	4.44	0.1
T89 use proper radio techniques	58	4.47	0.12	84	4.27	0.12	42	4.62	0.11	77	4.29	0.1
T90 maintain security of client info-radio	59	4.58	0.09	85	4.52	0.08	41	4.68	0.11	80	4.6	0.08
T91 verbal communication	60	4.55	0.1	90	4.5	0.08	45	4.64	0.09	87	4.47	0.08
T92 body language	57	4.47	0.1	85	4.29	0.09	44	4.48	0.11	85	4.16	0.11
T93 electronic communication	47	3.98	0.17	63	4.05	0.14	35	4	0.2	63	4	0.14
T94 VA private security regulations	60	4.68	0.08	93	4.53	0.08	47	4.57	0.12	87	4.55	0.09
T95 VA code of private security	60	4.7	0.08	90	4.53	0.08	45	4.47	0.14	84	4.54	0.09
T96 US constitution and Bill of Rights	59	4.54	0.1	88	4.41	0.09	45	4.44	0.12	88	4.35	0.1
T97 VA court system	55	4.27	0.12	86	4.19	0.11	43	4.26	0.15	84	4.18	0.11
T98 federal court system	54	4.22	0.12	84	4.13	0.12	42	4.24	0.13	84	3.94	0.13
T99 probable cause	57	4.54	0.1	87	4.43	0.1	45	4.36	0.15	87	4.41	0.09
T100 misdemeanor versus felony	58	4.48	0.11	92	4.38	0.1	45	4.4	0.15	88	4.38	0.11
T101 due process	56	4.27	0.13	90	4.21	0.1	43	4.19	0.17	85	4.28	0.11

T102 civil liability	57	4.33	0.12	91	4.21	0.1	43	4.37	0.16	87	4.33	0.1
T103 liability	57	4.46	0.11	91	4.24	0.1	43	4.33	0.17	87	4.39	0.1
T104 standard of proof criminal and civil	56	4.23	0.12	89	4.21	0.11	40	4.4	0.13	79	4.11	0.11
T105 harassment and discrimination	57	4.51	0.1	90	4.42	0.09	44	4.68	0.08	85	4.39	0.09
T106 ethics	58	4.36	0.12	89	4.4	0.09	43	4.63	0.11	84	4.43	0.1
T107 use of self-defense	56	4.36	0.13	87	4.24	0.11	41	4.44	0.13	84	4.24	0.11
T108 legal and financial penalties	61	4.64	0.09	92	4.58	0.09	45	4.6	0.11	86	4.58	0.08
T109 de-escalation techniques	58	4.38	0.1	90	4.34	0.1	42	4.4	0.14	85	4.29	0.1
T110 limitations of the power of arrest	59	4.56	0.1	91	4.51	0.08	43	4.51	0.13	86	4.47	0.1
T111 probable cause	57	4.58	0.09	89	4.4	0.1	42	4.55	0.13	86	4.36	0.1
T112 search and seizure	56	4.45	0.1	85	4.35	0.1	42	4.48	0.14	83	4.46	0.1
T113 use of force continuum	56	4.57	0.09	85	4.31	0.1	41	4.46	0.14	85	4.48	0.1
T114 courtroom testimony	55	4.33	0.12	87	4.32	0.11	43	4.26	0.17	83	4.45	0.1
T115 report writing basics	60	4.73	0.07	92	4.65	0.07	46	4.7	0.1	87	4.59	0.09
T116 note usual and unusual-reports	60	4.55	0.08	92	4.46	0.09	46	4.54	0.1	87	4.45	0.08
T117 use professional language-reports	60	4.4	0.11	92	4.37	0.09	46	4.61	0.11	86	4.38	0.09
T118 submit reports for review	60	4.42	0.1	91	4.37	0.08	45	4.4	0.14	87	4.25	0.09
T119 write complete and clear statements	60	4.58	0.09	91	4.52	0.08	46	4.61	0.13	87	4.53	0.07
T120 avoid opinion and bias-reports	60	4.65	0.08	92	4.53	0.08	45	4.53	0.14	86	4.57	0.07
T121 security officer daily report	58	4.59	0.1	89	4.44	0.09	44	4.61	0.11	84	4.39	0.09
T122 incident reports	57	4.63	0.08	92	4.52	0.08	46	4.63	0.11	86	4.57	0.07
T123 statements-reports	55	4.36	0.11	87	4.41	0.09	40	4.45	0.15	86	4.41	0.09
T124 miscellaneous reports	56	4.18	0.13	90	4.34	0.08	44	4.27	0.15	83	4.17	0.1

Firearms Section  
By  
Registered Armed Officers

T125 armed registration vs concealed weapon	134	4.62	0.056845
T126 requirements for registration	136	4.63	0.055166
T127 renewal registration	137	4.54	0.05953
T128 civil and criminal liability-firearms	137	4.74	0.045481
T129 justifiable deadly force-firearms	136	4.86	0.037881
T130 discharge firearms incident	136	4.83	0.046154
T131 loss firearms incident	136	4.79	0.05261
T132 theft firearms incident	136	4.81	0.051676
T133 on-duty safety-firearms	138	4.85	0.044717
T134 range safety-firearms	138	4.81	0.039234
T135 storage safety-firearms	137	4.62	0.067249
T136 firearm maintenance	135	4.48	0.077161
T137 firearm ammunition	137	4.45	0.074654
T138 firearm mechanical failure	136	4.55	0.072174
T139 firearm reloading	134	4.63	0.061471
T140 firearm nomenclature	131	4.23	0.091034
T141 stance	138	4.46	0.069879
T142 trigger control	138	4.62	0.056525
T143 grip	138	4.51	0.063608
T144 sight alignment	138	4.66	0.051934
T145 sight picture	138	4.65	0.052093
T146 point of aim	138	4.67	0.05278
T147 breathing	138	4.51	0.070697
T148 follow-through	138	4.51	0.063608
T149 barricade shooting	137	4.44	0.070924
T150 low lighting conditions	137	4.47	0.078256

# Final Content Outline

## 1. ACCESS CONTROL

### A. People

- 1 Assist visitors with legitimate need to gain entry to facility
- 2 Authenticate employee ID
- 3 Issue ID cards to visitors
- 4 Control access to client facility (e.g., screening people or materials)
- 5 Direct the movement of people
- 6 Direct persons who cause a disturbance to leave property
- 7 Conduct escorts as required
- 8 Obtain clearance for visitor from designated authority
- 9 Understand categories of access control
- 10 Challenge individuals approaching restricted areas

### B. Property

- 1 Assure that the movement of property is conducted within policy
- 2 Check all outgoing material for misappropriation or theft
- 3 Ensure and maintain security documents related to property movement
- 4 Maintain visual check of material entering and exiting facility
- 5 Control property as required

### C. Vehicles

- 1 Control the movement of vehicles
- 2 Collect and issue documents required for vehicle movement
- 3 Examine vehicle contents as required

### D. Understand Perimeter Security

- 1 External
  - a access gates
  - b fences and barriers
  - c inspect perimeter structures for damage and/or forced entry
  - d alarms
  - e lock and key/card system
  - f monitor entrance and exit
  - g monitor CCTV systems
  - h various types of security lighting
- 2 Internal
  - a control room operations
  - b alarms
  - c lock and key/card system
  - d operate remote access devices
  - e various types of security lighting

## 2. SECURITY PATROL

### A. Patrol Preparation

- 1 Vary your time and route
- 2 Use appropriate equipment and protective gear
- 3 Collect and test appropriate patrol equipment
- 4 Define patrol type and details
- 5 Review special instructions and previous shift's patrol reports

### B. Conduct Foot Patrol

- 1 Vary your time and route
- 2 Inspect building and grounds for
  - a unauthorized persons
  - b unsafe conditions
  - c blocked entry and exit
  - d hazards
  - e mechanical problems
  - f security violations
  - g unlocked doors
  - h suspicious activity
- 3 Assist employees as required
- 4 Patrol perimeters
- 5 Protect against fire, theft, vandalism, intrusion, and safety hazards

### C. Vehicle Patrol

- 1 Patrol assigned route for
  - a unauthorized persons
  - b unsafe conditions
  - c blocked entry and exit
  - d hazards
  - e mechanical problems
  - f security violations
  - g unlocked doors
  - h suspicious activity
- 2 Assist employees as required
- 3 Patrol perimeters
- 4 Protect against fire, theft, vandalism, intrusion, and safety hazards

## 3. DEFENSIVE AND CONTROL PROCEDURES

### A. Methods of Defense Control

### B. Evaluate Risk

### C. Alternatives to Confrontation

### D. Defensive Techniques



#### 4. EMERGENCY PROCEDURES

##### A. Secure and Protect Incident Scene

- 1 Protect evidence
- 2 Protect scene of incident in the event of accidents, emergencies or investigations
- 3 Establish chain of custody

##### B. General Emergency Principals

- 1 Ensure continuity of operations
- 2 General crisis procedures

##### C. Respond to Emergencies

- 1 Incidents of bomb threat
- 2 Incidents of fire
- 3 Incidents of natural disasters
- 4 Incidents of elevator emergency
- 5 Incidents of hazardous materials
- 6 Incidents of medical emergency (e.g., First aid)
- 7 Incidents of power failure
- 8 Incidents of violence in the workplace

#### 5. COMMUNICATION

##### A. Telephone Etiquette

- 1 Communicate effectively and calmly
- 2 Handle multiple phone calls effectively and politely
- 3 Minimize interruptions when speaking on the phone
- 4 Receive and handle abusive phone calls effectively
- 5 Take accurate phone messages
- 6 Handle unusual phone requests
- 7 Understand what your caller wants
- 8 Maintain security of client information

##### B. Radio Communication

- 1 Check radio equipment before work
- 2 Use proper radio techniques
- 3 Maintain security of client information

##### C. Other Communication

- 1 Verbal communication
- 2 Body language

#### 6. LEGAL ASPECTS

##### A. Law

- 1 Virginia private security regulations
- 2 Code of Virginia relating to private security (e.g., 9.1-138 to 9.1 -150)
- 3 Registration and Certification requirements and Orientation to private security
- 4 The United States Constitution and the Bill of Rights
- 5 Virginia court system
- 6 Federal criminal court system
- 7 Understand probable cause
- 8 Understand difference between misdemeanor and felony

- 9 Due process of law
- 10 Civil liability
- 11 Liability
- 12 Standard of proof for criminal vs. civil trials
- 13 Harassment and discrimination
- 14 Ethics
- B. Security Officer Actions
  - 1 Use of self-defense
  - 2 Understand how exceeding your authority may incur legal and financial penalties
  - 3 De-escalation techniques
  - 4 Understand the limitations of the power of arrest
  - 5 Probable Cause
  - 6 Search and seizure
  - 7 Use of force continuum
  - 8 Courtroom testimony
- 7. REPORT WRITING
  - A. Fundamentals of Report Writing
    - 1 Adhere to the basics (who, what, when, where, why, and how; and action taken)
    - 2 Note usual and unusual occurrences
    - 3 Use professional language
    - 4 Submit reports for review
    - 5 Write complete, clear and concise statements
    - 6 Avoid opinion, judgment, and biases
  - B. Report Types
    - 1 Security officer daily report
    - 2 Incident report
    - 3 Statements
    - 4 Miscellaneous logs (e.g., tickets, visitor logs, and electronic)

## **ARMED SECURITY OFFICERS ONLY**

### **8. FIREARMS**

#### **A. Law**

- 1 Differentiate between armed registration and concealed weapon permit
- 2 Requirements for registration
- 3 Renewal registration
- 4 Civil and criminal liability
- 5 Justifiable deadly force
- 6 Report of firearms incident
  - a discharge
  - b loss
  - c theft
- 7 Arrest procedures

#### **B. Safety**

- 1 On-duty
- 2 Range
- 3 Storage

#### **C. Fundamentals**

- 1 Maintenance
- 2 Ammunition
- 3 Mechanical Failure
- 4 Reloading
- 5 Nomenclature

#### **D. Marksmanship**

- 1 Stance
- 2 Trigger control
- 3 Grip
- 4 Sight Alignment
- 5 Sight picture
- 6 Point of aim
- 7 Breathing
- 8 Follow-through
- 9 Barricade Shooting
- 10 Low light conditions